Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Workforce Services	5	1,885	8	1,898
	0	722	1	723
Customer Company Total	5	1,885	8	1,898
	0	722	1	723

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Workforce Services	5 0	1,885 239	8 2	1,898 241
Customer Company Total	5 0	1,885 239	8 2	1,898 241

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Workforce Services	5 0.23	1,885 0.86	8 1.03	1,898 0.86
Customer Company Total	5 0.23	1,885 0.86	8 1.03	1,898 0.86

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Workforce Services	5 0	1,885 136	8 1	1,898 137
Customer Company Total	5 0	1,885 136	8 1	1,898 137

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | **Top Number - Total Incidents** | | | |
| | **Bottom Number - Average time in hours** | | | |
Customer Company	**High**	**Low**	**Medium**	**ATTR Total**
Workforce Services	5	1,880	8	1,893
	0.58	2.01	1.34	2.00
Customer Company Total	5	1,880	8	1,893
	0.58	2.01	1.34	2.00

Workforce Services

Detail

INC000000273429	Charise Asleson	None	None	None		TIR Missed: No	TIR:	0.40
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.33
INC000000282429	Karen Shepherd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Technical Lead/Project Manager	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	84.62
INC000000282612	Stacey Joos	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	2.86
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.94
INC000000283008	Cindy Bertagnolli	Application	Error	None		TIR Missed: No	TIR:	0.57
	Metro B Desktop Support	Bart Purser	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	79.06
INC000000283679	Jerry Norton	Network	Incident	None		TIR Missed: No	TIR:	0.24
	Security	Bart Grant	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	16.76
INC000000284050	Lane Anderson	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.27
INC000000285706	Melauni Jensen	PC/Laptop	None	None		TIR Missed: Yes	TIR:	1.85
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.55
INC000000285919	Kay Canterbury	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000286154	Bonnie L Kelsey	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000286432	Joann Wetzel	PC/Laptop	None	None		TIR Missed: Yes	TIR:	16.32
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	16.32
INC000000286587	Kristy Callich	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.46
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.49
INC000000286819	Kay Canterbury	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000287008	April Larsen	Network	None	None		TIR Missed: No	TIR:	0.53
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.07
INC000000287203	Vilma Flores	Application	Reporting	None		TIR Missed: No	TIR:	0.38
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000287401	Mary Nay	Application	Error	Utah Works		TIR Missed: Yes	TIR:	7.95
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.95
INC000000287448	Jim Jensen	PC/Laptop	None	None		TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.68

Workforce Services

Incident	Name	Type	Category	Product	TIR Missed	TIR
INC000000287513	Yvette Woodland	Application	Error	Microsoft Word	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000287779	Eileen Rivera	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.50
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.29
INC000000287857	Bryan Call	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.20
INC000000287944	Troy Evans	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000288046	Spencer Larsen	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR: 0.52
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.84
INC000000288064	Shauna Havey	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.19
INC000000288154	Osman Ahmed	Telecom	Feature	None	TIR Missed: No	TIR: 0.14
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.71
INC000000288252	Tim Early	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000288297	Laura Uitto	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.19
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.70
INC000000288367	Shonie Barker	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.85
INC000000288375	Sarka Dever	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.60
INC000000288377	Joe Salazar	Application	None	None	TIR Missed: No	TIR: 0.21
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.31
INC000000288458	Laneth Hang	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 109.58
INC000000288482	Mark Allen Peterson	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.66
INC000000288668	Tom Petersen	Application	Error	Microsoft Office Professional 20	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.21
INC000000288816	Kimberly Carter	Application	Error	Utah Works	TIR Missed: Yes	TIR: 1.67
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 10.29
INC000000288819	Melauni Jensen	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.75

Workforce Services

INC000000288877	Mary Ann Bird	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000288887	Mike Asmussen	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.15
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.87
INC000000288902	Jolie Bevers	Application	SSL Certificate	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.76
INC000000288927	Johnny Bedore III	Application	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.22
INC000000288938	Karen Guymon	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000289109	Shelley Esplin	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289116	Robin Mackelprang	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289117	Leslie Haycock	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289138	Jane Broadhead	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.48
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.48
INC000000289148	Kari Marty	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000289164	Derrek Child	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289165	Patricia Torres	Network	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.08
INC000000289181	Amantia Kempton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289192	Laneth Hang	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.98
INC000000289204	Milton Olsen	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289210	Derrek Child	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289222	Lesieli Maumau	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000289229	Kathryn Grover	Telecom	IP	None	TIR Missed: No	TIR:	0.33
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000289232	Dereje Shawl	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.62
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000289237	Roberta Ivankovich	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289238	Lance Olsen	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289246	Stacy Neal	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289248	Jeana Whitlock	PC/Laptop	None	None	TIR Missed: No	TIR:	0.60
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.14
INC000000289253	Jeanne McGavin	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.91
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.46
INC000000289266	Karen Hess	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.30
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000289276	Tricia Matz-Underwood	PC/Laptop	Error	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289298	Heidi Knopp	Remote Connectivity	Performance	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000289299	Connie I Fowler	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289301	June Grattan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289302	Ryan Rees	Application	Password	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000289304	Jennifer Asplund	None	None	None	TIR Missed: Yes	TIR:	1.14
	Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000289313	Soma Timsina	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.01
INC000000289322	Lisa A Anderson	Application	None	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289333	Michelle Viertel	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02

Workforce Services

INC000000289349	Felecia Maxfield	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000289360	Irina Pierpont	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.30
INC000000289366	Sharon Holmes	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000289367	Carol Conti	Application	Error	Utah Works		TIR Missed: No	TIR:	0.92
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.92
INC000000289372	Alan Dennis	Network	Error	None		TIR Missed: No	TIR:	0.40
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000289376	Michelle Deprizio	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000289399	Lisa Roman	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289404	Nate Talley	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.09
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000289418	Toni Jex	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.55
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.80
INC000000289419	Penni Dehaan	Network	Password	None		TIR Missed: No	TIR:	0.22
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.69
INC000000289427	James Whitaker	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.72
INC000000289432	Jenine Wood	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.11
INC000000289442	Cindy Bertagnolli	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.68
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.36
INC000000289453	Danielle Deming	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000289464	Karen Quackenbush	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000289468	Jocelyn Juber	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.08
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.08
INC000000289475	Aimee Dimick	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.41
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.62

Workforce Services

Incident	Name	Category	Type	Item			TIR Missed	TIR
INC000000289485	Leigh Page	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000289493	Debra McKee	Application	Error	Utah Works			TIR Missed: Yes	TIR: 3.58
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: No	TTR: 3.58
INC000000289497	Jonathan Simmons	Application	Error	Utah Works			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.04
INC000000289498	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000289545	Loy Gurule	Application	Password	Utah Master Directory			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.20
INC000000289557	Joe Salazar	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000289564	Julia Story	Application	None	None			TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: No	TTR: 4.08
INC000000289577	Rebecca D Anderson	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000289581	Toni C Ansel	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000289584	Robin Parker	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000289585	Lisa Osborn	None	None	Internet Explorer			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:
INC000000289588	Sharon Holmes	PC/Laptop	None	None			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.30
INC000000289597	Susana Rollins	Application	Password	DWS Intranet			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000289604	Kathaleen Williams	PC/Laptop	Error	None			TIR Missed: No	TIR: 0.24
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.80
INC000000289624	Susan Taggart	Telecom	IP	None			TIR Missed: No	TIR: 0.15
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.15
INC000000289633	Phay Panh	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000289638	David Busk	Application	Password	Novell GroupWise 32-bit Windo			TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00

Workforce Services

INC000000289654	Curt Stewart	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000289657	Paula Lange	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000289658	Gail Boyd	Application	Error	Computerized Unemployment B	TIR Missed:	No	TIR:	0.78
Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.78
INC000000289663	Robert Van Vliet	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.63
INC000000289679	Rob Luckau	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000289687	Gina Stavros	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.80
INC000000289696	Earlene Page	Application	Password	Novell Messenger	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000289697	Edna Sanchez	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000289707	Jeffrey Creer	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.46
INC000000289717	Connie Dumas	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000289722	Carolyn Davis	Application	Error	None	TIR Missed:	No	TIR:	0.10
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.22
INC000000289724	Mark Knold	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.17
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.88
INC000000289726	Diane Nielsen	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.11
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.68
INC000000289727	Milagros Santos	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.88
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.13
INC000000289728	Melisa Stark	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.09
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	5.22
INC000000289731	Jasmina Baxter	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.84
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.17
INC000000289733	Kaye Stewart	PC/Laptop	None	Utah Works	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.99

Workforce Services

INC000000289734	Melissa McBride	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.81
Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.97
INC000000289741	Chad Elskamp	Application	Error	Microsoft Office	TIR Missed: No	TIR:	0.19
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.92
INC000000289753	Gary C Williams	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.43
INC000000289754	James Alexander	Application	Error	Internet Explorer	TIR Missed: Yes	TIR:	1.08
Application Support - YODA	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.08
INC000000289764	June Conn-Solomon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000289771	Rachael Stewart	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.41
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.86
INC000000289778	Michael Barrett	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.13
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.85
INC000000289785	Erin Robinson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.41
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.83
INC000000289793	Joseph Mitchell	Application	None	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000289844	Amber Johnston	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.83
INC000000289874	Tracy Schroeder	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289876	Sandy Flores	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289878	Teresa Swensen	Application	Error	None	TIR Missed: Yes	TIR:	2.16
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.16
INC000000289884	Lori Montague	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289886	Nikki Holt	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289887	Pamela McIntyre	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289888	Becki Bryce	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000289890	Vaiolini Poli	PC/Laptop	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000289891	Kathy Kirby	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289905	Pamela McIntyre	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289909	Cindy Bertagnolli	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: N/A	TTR:	
INC000000289909	Cindy Bertagnolli	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: N/A	TTR:	
INC000000289910	Kerrie Jensen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289913	Cassidy Carter	Application	Error	None		TIR Missed: No	TIR:	0.12
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000289920	Anna Symes	Application	Password	None		TIR Missed: No	TIR:	0.08
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000289921	Jilaun Perfetto	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289926	Debbie Westbroek	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289932	Jessica Balls	None	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.49
INC000000289933	Debra Warrington	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289939	Cindy Bertagnolli	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289946	Stephanie Trappett	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289947	Carol Hansen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289948	Sheila Sarten	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289949	Lori Montague	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000289951	Arlene Beckstead	PC/Laptop	None	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000289953	Debra Warrington	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289955	Angela A Hansen	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289957	Ernest Ramos	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289958	Monty Peart	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289961	Jane Burt	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289964	Janice Nelson	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289965	Amy Bingham	Application	Error	None	TIR Missed: No	TIR:	0.05
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000289968	Jane Burt	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289969	Evelyn Brower	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289979	Andrea Sutton	PC/Laptop	Virus	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000289980	Diane Lovell	None	None	None	TIR Missed: Yes	TIR:	1.52
Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.52
INC000000289985	David Marshall	Application	Error	None	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000289987	Lane Anderson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000289989	Tammy M Cole	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000289990	Erin Robinson	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000289991	Nora Olson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07

Workforce Services

INC000000289996	Melissa McBride	Application	Password	Contributions Automated Tax Sy	TIR Missed:	Yes	TIR:	1.09
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.73
INC000000290002	Janet Romo	Application	Reporting	None	TIR Missed:	Yes	TIR:	2.07
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.86
INC000000290009	Casey Maldonado	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	19.73
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	19.73
INC000000290030	Susy M Westphal	Application	Error	None	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000290033	Andrea Cervantes-Camero	Telecom	IP	None	TIR Missed:	No	TIR:	0.21
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	7.08
INC000000290042	CindaLee Hall	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290043	Vivian Olson	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290064	Marilu Uribe	Telecom	IP	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.48
INC000000290065	Kay Hopkins	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.86
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.15
INC000000290073	Dallin Rempp	Application	Reporting	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000290077	Michelle Dalley	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000290091	Wendy M Hughes	None	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.92
INC000000290111	Anna Symes	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290116	Shawn Jolley	Application	Error	Microsoft Office	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000290119	Diana Apperson	Network	Incident	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000290120	Brenda Turner	None	None	None	TIR Missed:	No	TIR:	0.34
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	6.32
INC000000290125	Brenda Duvall	PC/Laptop	Virus	None	TIR Missed:	No	TIR:	0.36
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.36

Workforce Services

INC000000290131	Nikki Holt	Application	None	None		TIR Missed:	Yes	TIR:	4.89
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	44.76
INC000000290132	Terry L Banks	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.02
INC000000290152	Chris Kunej	Application	Error	Contributions Automated Tax Sy		TIR Missed:	No	TIR:	0.00
Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	2.32
INC000000290171	Kathy Pugliese	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000290180	Stacy Anderson	Application	Error	Java Media Framework		TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000290201	Jim Mansfield	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000290204	Kim Wilcox	Remote Connectivity	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000290212	Darci Burnett	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000290214	Mark Evans	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.16
INC000000290218	Jamie Ness	Application	Error	None		TIR Missed:	No	TIR:	0.04
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	7.24
INC000000290223	Terry MacFarlane	Application	Reporting	Collection Management System		TIR Missed:	No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.25
INC000000290229	Cecilia Shimanek	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.72
INC000000290247	Vicki Hiett	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	21.78
INC000000290264	Paula Tinoco	Telecom	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	
INC000000290270	Michelle Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.26
INC000000290275	Frances Curley	Application	Reporting	None		TIR Missed:	No	TIR:	0.06
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.39
INC000000290277	Lori Calvert	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00

Workforce Services

| INC000000290279 | Ruby Blank | None | None | None | | TIR Missed: No | TIR: | 0.98 |
| Application Support - EFIND | Laurie Meriwether | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 3.60 |

| INC000000290283 | William Greer | PC/Laptop | Error | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.87 |

| INC000000290285 | Kirsten Heaton | Application | Error | ZENworks for Desktops | | TIR Missed: Yes | TIR: | 3.01 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 3.61 |

| INC000000290293 | Jody Sillitoe | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.26 |

| INC000000290300 | Keri Myers | Network | None | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.11 |

| INC000000290301 | Javier Hernandez | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.21 |

| INC000000290303 | Laurina Schouten | Application | Error | Utah Electronic Resource and E | | TIR Missed: No | TIR: | 0.11 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.11 |

| INC000000290306 | Connie Smith | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 1.10 |

| INC000000290316 | Gina Boren | Application | Error | Novell GroupWise 32-bit Window | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.76 |

| INC000000290324 | Tanya Wilson | Application | Reporting | Collection Management System | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.21 |

| INC000000290333 | Roberta Ivankovich | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000290351 | Tanya Wilson | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.20 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.20 |

| INC000000290360 | John Krantz | PC/Laptop | Performance | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.26 |

| INC000000290363 | Michael Pinegar | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.80 |

| INC000000290397 | Koral Vasquez | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000290398 | Terrie Bouck | Application | Error | DWS Intranet | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.05 |

| INC000000290404 | Carmen Bento | Application | Error | Content Manager | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.09 |

Workforce Services

| INC000000290412 | Marion Eckersley | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000290423 | Mary Silva | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000290430 | Kathy Hansen | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000290438 | Edina Cesko-Wilson | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.24 |

| INC000000290443 | Kelly Spafford | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.14 |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.52 |

| INC000000290465 | Terresa L Graham | Application | Reporting | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Michael Barth | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.83 |

| INC000000290466 | Suellen Michel | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000290468 | Linda Lundberg | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000290475 | Mary McConaughy | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

| INC000000290501 | Anel Martinez | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.97 |

| INC000000290502 | Shawna Gelhard | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000290509 | JaNea Lund | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.41 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.41 |

| INC000000290518 | Mary Cavanaugh | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.02 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.39 |

| INC000000290529 | Jennifer Lee Nelson | PC/Laptop | Performance | None | TIR Missed: Yes | TIR: | 2.69 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.72 |

| INC000000290533 | Jim Jensen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000290534 | Natalie Knudson | PC/Laptop | Performance | None | TIR Missed: Yes | TIR: | 4.65 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.35 |

| INC000000290542 | Lea Betty | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

Workforce Services

INC000000290543	Rebecca Banner	PC/Laptop	Performance	None	TIR Missed:	Yes	TIR:	1.27
Metro A Desktop Support	Mike Wilde		Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.83
INC000000290555	Michelle Deprizio	Application	Error	ZENworks for Desktops	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290557	Stephanie Hardman	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.38
Application Support - UWORKS	Eric Strong		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000290563	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290575	Holli Turner	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs		Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.19
INC000000290589	Paul Elliott	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.78
INC000000290602	Charlie Phim	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.08
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000290603	Ruby Blank	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290606	June Conn-Solomon	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.44
Application Support - UWORKS	Eric Strong		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000290638	June Grattan	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000290648	Rod Gordon	PC/Laptop	Performance	None	TIR Missed:	Yes	TIR:	2.39
Metro A Desktop Support	Edward Fortner		Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.39
INC000000290653	Chad Elskamp	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000290695	Michael Pinegar	PC/Laptop	Password	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000290715	Doris Adams	Application	None	Utah Works Web Site	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000290738	Sandy Flores	Application	Error	Novell Messenger	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290740	Sandy Flores	Application	Error	eFIND/eSHARE	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290741	David Chatterley	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.26
Metro A Desktop Support	Wayne Higgs		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26

Workforce Services

INC000000290744	Penni Dehaan	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290749	Lucy Johnson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000290776	Maugasola Tua	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000290813	Janae Parker	Application	Error	Data Warehouse		TIR Missed: No	TIR:	0.28
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000290825	Earlene Page	Application	Password	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000290875	Ryan Betts	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.37
INC000000290890	Jeana Whitlock	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000290918	Emily Keller	Application	None	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000290931	Leslie Henderson	Application	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000290942	Darci Burnett	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000290956	Chris Holman	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000290964	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290970	William Greer	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.72
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000290976	Troy Evans	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290980	Sharlene T Christensen	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000290983	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000291003	Theon Laney	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07

Workforce Services

INC000000291010	Pamela Surakhun	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291036	Lea Betty	Application	Error	Data Warehouse	TIR Missed: No	TIR:	0.54
Application Support - Data Warehou	Blaine Campbell	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.65
INC000000291038	Katie Helm	Application	Error	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.23
INC000000291043	Janet Cole	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291120	Jesi Wasden	PC/Laptop	Virus	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291121	J G Bronson	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291124	Jim Mansfield	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291128	Arlene Beckstead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291134	Kathy Hintze	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291142	Jamar Lee	PC/Laptop	Error	None	TIR Missed: Yes	TIR:	2.33
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.38
INC000000291146	Brad Bonell	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.25
INC000000291147	Lynn Thomas	PC/Laptop	None	None	TIR Missed: No	TIR:	0.10
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.18
INC000000291154	Janet Cole	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291162	Jeffrey Knowlden	Application	Error	Content Manager	TIR Missed: No	TIR:	0.33
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000291167	Sherri Kirk	Application	Error	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000291179	Carrie Mayne	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.35
INC000000291190	Kathy Kirby	Application	Error	None	TIR Missed: Yes	TIR:	1.93
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.47

Workforce Services

INC000000291193	Stacy Neal	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.21
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.21
INC000000291195	Barbara McElhinney	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.16
INC000000291205	Annie Chase	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.18
INC000000291211	Dennie Tsuya	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291213	Patrick Spencer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	6.69
INC000000291228	Michele White-Milgate	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.04
INC000000291230	Worthy Glover Jr	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291234	Michelle Meyer	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.05
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.11
INC000000291259	Helen Southworth	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.13
INC000000291281	Olivia White	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.23
INC000000291305	Amira Mijic	PC/Laptop	Performance	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.26
INC000000291315	William Greer	PC/Laptop	None	None		TIR Missed: Yes	TIR:	1.23
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	8.50
INC000000291334	Amber Jackson	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.28
INC000000291335	Raylyn Tucker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	2.99
Metro A Desktop Support	Mike Wilde	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.99
INC000000291337	Brenda Turner	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.11
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.41
INC000000291346	Janet Jolley	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	3.74
Application Support - EREP IA	Debbie Campbell	Workforce Services		Low	Closed	TTR Missed: No	TTR:	3.74
INC000000291348	Dawn Nelson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000291352	Ryan Halstenrud	Application	None	Microsoft Word	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000291354	Nancy Robison	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.16
INC000000291367	Debbi Class	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.79
INC000000291385	Tony Knight	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.45
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.99
INC000000291392	Ler Wah	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000291400	Troy Evans	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	2.50
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.04
INC000000291416	Kent Larsen	None	None	None		TIR Missed: No	TIR:	0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000291421	Natalie Baird	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.12
INC000000291424	James Stavros	Server	Performance	None		TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000291425	Roseanna Bills	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	10.78
INC000000291433	Sherry Stevens	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	30.02
INC000000291466	Ashley Johnson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.39
INC000000291468	Gabriella Cubas	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000291472	Joshua Hawkins	Telecom	Area Code	None		TIR Missed: No	TIR:	0.17
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.45
INC000000291473	Heidi Torres	Application	None	None		TIR Missed: No	TIR:	0.17
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000291482	Leann Robinson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.92
INC000000291489	Chris Boyadjian	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15

Workforce Services

INC000000291496	Clayton Cederlof	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000291513	Nancy Gallegos	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.21
INC000000291527	Mike Miller	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	2.88
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	6.72
INC000000291536	Lance Soffe	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	5.66
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.66
INC000000291550	Stephanie Trappett	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000291552	Mary Roybal	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000291560	Anna Larson	Network	Incident	None		TIR Missed: No	TIR:	0.75
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.32
INC000000291562	Colby Dalton	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000291574	Doris Robinson	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000291585	Carrie Mayne	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.41
INC000000291591	Yalonda House	Application	Reporting	None		TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.10
INC000000291598	Kay Canterbury	Application	Reporting	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291600	John Olson	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000291612	Pat Paulson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.15
INC000000291617	Richard Bischoff	Application	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.10
INC000000291622	Darren Fox	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.97
INC000000291625	Tanya Wilson	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.99

Workforce Services

INC000000291626	Teri Brinkerhoff	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.93
INC000000291630	Shonie Barker	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.94
INC000000291643	Debbie Sheldon	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.34
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000291664	Melisa Stark	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.96
INC000000291684	Gina Heiner	Telecom	None	None		TIR Missed: No	TIR:	0.06
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000291685	Janice Bitsoie	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	2.15
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.15
INC000000291687	Cherie Robison	Application	None	None		TIR Missed: Yes	TIR:	5.26
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.37
INC000000291716	Rachelle Rypien-Walker	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	1.15
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.15
INC000000291721	Agnes Lomu	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000291723	Cathy Bell	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	4.33
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.33
INC000000291738	Kamron Dalton	Application	None	Microsoft Office		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000291758	Jolie Jacobsen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.69
INC000000291781	Nicole Kerwood	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000291791	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.29
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.29
INC000000291812	Bill Goodwin	Application	Reporting	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000291819	Kaylee Ashdown	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	1.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.40
INC000000291829	Nobilee Hutchinson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08

Workforce Services

INC000000291836	Deann Cardon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000291840	Mary McConaughy	PC/Laptop	None	None		TIR Missed: Yes	TIR:	2.47
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.47
INC000000291847	April Larsen	None	None	None		TIR Missed: Yes	TIR:	1.40
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.15
INC000000291860	Matt Bulloch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000291865	Elizabeth Ross	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.26
INC000000291909	Debra Schlund	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.09
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.72
INC000000291911	Jolie Jacobsen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000291952	Cynthia Barlow	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.29
INC000000291966	Tina Dunyon	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000291967	Rebecca Curry	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.92
INC000000291973	Karen Quackenbush	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.34
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.34
INC000000291990	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.06
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000292006	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000292052	Doris Robinson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.04
INC000000292054	Bill Goodwin	None	None	None		TIR Missed: Yes	TIR:	1.27
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	7.98
INC000000292079	Leslie Minaya	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.35
Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.35
INC000000292081	Jenine Wood	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.89
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.89

Workforce Services

INC000000292096	Darren Rogers	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.00
INC000000292098	Laurie Ocobock	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000292100	Joanne Nunes	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000292104	Randilee Spencer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.29
INC000000292108	Maria Hernandez	Application	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.23
INC000000292123	Scott A Stephens	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.10
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.29
INC000000292126	Maria Hernandez	Application	Reporting	None		TIR Missed: No	TIR:	0.02
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000292152	Cristy Fielding	Application	Error	Utah Works		TIR Missed: No	TIR:	0.57
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.57
INC000000292171	Timothy Dye	Application	Reporting	Microsoft Visio		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000292173	Barbara Croft	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000292226	Maugasola Tua	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.02
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000292228	Ryan Rock	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.86
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.87
INC000000292229	Amanda Matravers	Telecom	None	Telephone		TIR Missed: No	TIR:	0.17
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.18
INC000000292241	Gail Reidling	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000292246	Barbara Bloomfield	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.11
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.59
INC000000292248	Brian Peirce	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000292250	Becky Thacker	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.32

Workforce Services

INC000000292255	Launi Milligan	Application	Password	Utah Works		TIR Missed: Yes	TIR:	1.22
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.08
INC000000292266	Kyle Preston	None	None	None		TIR Missed: No	TIR:	0.44
	Network Operations	J. L. Flack	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.80
INC000000292275	Kimberly Bartel	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000292278	Dale Hutchings	Server	Performance	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.56
INC000000292280	Jessica Davison	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000292302	Jeri Uresk	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.72
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.72
INC000000292304	Art Cox	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000292308	Ryan Halstenrud	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000292322	Heather Loertscher	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292330	Clayton Cederlof	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000292338	Jody Carlson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.06
INC000000292341	Melinda Adams	Remote Connectivity	None	Microsoft Terminal Server Client		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000292369	Kimber Burks	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.44
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.44
INC000000292411	Matt Bulloch	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000292454	Benjamin R Patterson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	7.29
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.29
INC000000292480	Rebecca Curry	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000292510	Tyler Massey	Application	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08

Workforce Services

INC000000292542	Art Cox	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Application Services		Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	38.47

INC000000292554	Katie Trillo	Application	Error	Microsoft Access 2007	TIR Missed: No	TIR:	0.34
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34

INC000000292575	Lisa Weinmuller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.02
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

INC000000292581	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro D Help Desk		Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000292588	Jackie Nielson	Application	Error	Utah Works	TIR Missed: Yes	TIR:	7.12
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.12

INC000000292593	Allen Penrod	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.71

INC000000292596	Carl Moore	None	None	None	TIR Missed: No	TIR:	0.00
Metro D Help Desk		Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000292639	Randilee Spencer	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18

INC000000292653	Melody Harkwright	Application	Error	Utah Works	TIR Missed: Yes	TIR:	12.00
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	12.00

INC000000292662	Edna Sanchez	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16

INC000000292673	Mark Knold	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.38

INC000000292684	Sandra McCormick	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.62

INC000000292693	Joyce Burningham	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38

INC000000292695	Jonathan R Fatz	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	37.87

INC000000292704	Joyce Burningham	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	2.22
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.41

INC000000292714	Amber Jackson	Application	Error	Utah Works	TIR Missed: Yes	TIR:	4.88
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.88

INC000000292728	Vivian Brown	Application	None	Collection Management System	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.55

Workforce Services

INC000000292761	Shawn Jolley	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.06
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.19
INC000000292768	Nancy Robison	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000292778	Shawna Werner	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000292798	June Grattan	Application	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000292803	Laura Uitto	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.68
INC000000292808	Lynette Baker	Application	Error	Utah Works		TIR Missed: Yes	TIR:	9.43
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	9.43
INC000000292812	Holly Egan	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000292831	Sev Kubota	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.54
INC000000292836	Jolie Bevers	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000292839	Alana Boscan	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.27
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.46
INC000000292870	Tricia Mecham	None	None	None		TIR Missed: No	TIR:	0.00
Campus Networking	David Sedei	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000292910	Dean Dickerson	Application	Error	None		TIR Missed: No	TIR:	0.40
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.40
INC000000292917	Todd Jorgensen	Network	Performance	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000292920	Lela King	Server	Hardware	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000292928	Dan Hooten	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000292935	Luis Ayala	Application	Reporting	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000292936	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000292942 | Theresa Chief Eagle | Application | Error | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.15 |

| INC000000292947 | Teri McPhail | Application | Error | Novell Messenger | TIR Missed: No | TIR: 0.14 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.14 |

| INC000000292950 | Jeffrey Geertsen | Application | Error | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.04 |

| INC000000292964 | Bryce Mesa | Application | Error | Novell Messenger | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000292965 | Trevor Earl | Application | Error | Novell Messenger | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000292969 | Vanessa Lindquist | Application | Error | Utah Works | TIR Missed: No | TIR: 0.68 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.68 |

| INC000000292985 | Tanya Wilson | Application | Error | Microsoft Word | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.59 |

| INC000000292989 | Troy Evans | Application | None | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000293009 | Connie Green | Application | None | Collection Management System | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.15 |

| INC000000293011 | Lexi Walker | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.05 |

| INC000000293024 | Carol Conti | Application | Error | Utah Works | TIR Missed: No | TIR: 0.96 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.96 |

| INC000000293034 | Samuel Hendricksen | Application | Error | Utah Works | TIR Missed: No | TIR: 0.73 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.73 |

| INC000000293042 | Shawna Werner | Application | Error | Utah Works | TIR Missed: Yes | TIR: 2.10 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: 2.10 |

| INC000000293051 | Verlin Christensen | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000293069 | Joyce Burningham | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| | Metro D Help Desk | Doug Brown | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000293073 | Nancy Durrant | Remote Connectivity | Performance | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000293080 | Denice Springer | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

Workforce Services

INC000000293089	Janet Butterfield	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293103	Jeff Shockley	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.94
INC000000293210	Robert Kelley	None	None	None	TIR Missed: No	TIR:	0.00
Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000293215	Cassy Hahn	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293235	Sheryl Nisely	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000293244	Angel Grossaint	Application	Password	Kofax ImageControls	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000293250	Heather Sawley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293254	Sheryl Nisely	Application	Reporting	Utah Works	TIR Missed: Yes	TIR:	13.68
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	13.68
INC000000293264	Marilyn Larsen	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.07
Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000293265	Eileen Schroeder	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.77
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.96
INC000000293268	Stacie A Johnson	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000293284	Erin Cockerham	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.43
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.68
INC000000293287	Kayleen Hansen	Application	Error	Proofpoint Email Security	TIR Missed: No	TIR:	0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	17.34
INC000000293288	Rebecca Curry	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.37
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.59
INC000000293291	Sariah Roberts	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000293299	Jeff Webster	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000293325	Tara Connolly	PC/Laptop	Virus	None	TIR Missed: Yes	TIR:	1.71
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.59

Workforce Services

| INC000000293336 | Valerie Martin | Application | Reporting | Content Manager | TIR Missed: Yes | TIR: | 1.11 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.60 |

| INC000000293338 | Shelley Esplin | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 4.73 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.73 |

| INC000000293355 | Raylyn Tucker | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000293362 | Julie Allen | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Application Support - UWORKS | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000293365 | Lorie Davis | Application | Error | Adobe Acrobat | TIR Missed: No | TIR: | 0.10 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |

| INC000000293372 | Heather Knowlton | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Application Support - UWORKS | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000293373 | Gabby Klawitter | PC/Laptop | Password | Microsoft Windows XP Professi(| TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000293375 | Darren Rogers | PC/Laptop | None | None | TIR Missed: Yes | TIR: | 1.41 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.67 |

| INC000000293382 | Rick Brenkmann | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Application Support - UWORKS | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000293389 | Stuart Bunker | Network | Error | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.03 |

| INC000000293390 | Mimose Montes | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.43 |

| INC000000293392 | Patti Sellers | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Application Support - UWORKS | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000293405 | Anita Kramer | Application | Reporting | Utah Works | TIR Missed: Yes | TIR: | 12.58 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 12.58 |

| INC000000293414 | Michelle Allen | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 12.39 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 12.39 |

| INC000000293419 | CindaLee Hall | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000293420 | Patricia Oneil-Smith | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Application Support - UWORKS | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000293428 | Kimber Burks | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Application Support - UWORKS | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

Workforce Services

INC000000293429	Dennis Canning	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.32
INC000000293432	Gloria Bock	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.14
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.14
INC000000293434	Molly Wengreen	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000293435	Rachel Durrant	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR:	0.31
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.11
INC000000293436	Courtney Marshall	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000293441	Alla Zilbershteyn	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000293442	Kathy Wendel	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000293448	Margie Mohler	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000293462	Kuuipo Malungahu	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000293481	Lori Giacoletto	Application	Error	Utah Works		TIR Missed: Yes	TIR:	16.33
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	16.33
INC000000293508	Anna Larson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.43
INC000000293519	Cody Hansen	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000293558	Danette Groesbeck	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.57
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.62
INC000000293563	Greg Paras	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.17
Application Support - EREP IA	Debbie Campbell	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000293565	Jefferson Barrett	Telecom	IP	None		TIR Missed: No	TIR:	0.19
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.95
INC000000293566	Shauna Havey	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.88
INC000000293573	Shauna Havey	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.86

Workforce Services

INC000000293586	Leora Lopez	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000293589	Randi Carter	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293595	Kimberly Day	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.79
INC000000293601	Melody Harkwright	Application	Error	Utah Works	TIR Missed: Yes	TIR: 17.81
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 17.81
INC000000293609	James Mitchell	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000293611	Teresa Fulton	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293624	Bonnie Johnson	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293640	Greg Blue	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.42
INC000000293645	Shauna Vigil	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000293652	Angel Pickett	Application	Password	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.43
INC000000293665	Yvette Woodland	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000293668	Shelley Esplin	Application	Error	Utah Works	TIR Missed: Yes	TIR: 17.33
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 17.33
INC000000293678	Christi Seger	Application	Error	Utah Works	TIR Missed: Yes	TIR: 17.22
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 17.22
INC000000293685	Jeana Whitlock	PC/Laptop	None	None	TIR Missed: No	TIR: 0.98
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 7.86
INC000000293688	David Chatterley	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000293697	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293699	Leta Bailey	Application	Error	Utah Works	TIR Missed: Yes	TIR: 5.36
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.36

Workforce Services

Incident	Name	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000293708	Patti Sellers	Application	Error	Utah Works	Yes	10.10		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		Yes	10.10
INC000000293717	Cristy Fielding	Application	Error	Utah Works	Yes	5.27		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		No	5.27
INC000000293720	Shannon Manchester	Network	Password	Novell Client for 32-bit Windows	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	0.00
INC000000293722	Norman Nakamura	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000293730	Koral Vasquez	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000293735	Debbi Warmus	Application	Password	Content Manager	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	
INC000000293736	Cindy Bertagnolli	Application	Error	DWS Web	No	0.89		
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed		No	0.89
INC000000293738	Karen Gardner	Application	Error	Utah Works	Yes	4.98		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		No	4.98
INC000000293739	Leisha Brown	Network	Performance	None	Yes	1.10		
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed		No	1.10
INC000000293741	Dorothy Hall	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000293752	Susan Etzel	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000293759	Susan Etzel	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000293762	Tiffany Turley	Application	Error	Utah Works	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		No	0.01
INC000000293767	Debbie Sparks	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000293768	Gerald Gappmayer	None	None	None	No	0.00		
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		No	0.00
INC000000293771	Andrea Bo	Server	None	None	No	0.46		
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed		No	0.73
INC000000293777	Gary C Williams	PC/Laptop	Performance	None	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		No	0.54

Workforce Services

Incident	Name / Group	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000293779	Lisa Vongthongchit	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.05		
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14	
INC000000293780	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000293789	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000293803	Connie Dumas	PC/Laptop	Performance	None	TIR Missed: Yes	TIR: 3.42		
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.54	
INC000000293811	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000293824	Erin Hathaway	Application	Error	Utah Works	TIR Missed: Yes	TIR: 15.06		
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 15.06	
INC000000293844	Mary Zorn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000293860	Amy Rindlisbacher	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20	
INC000000293864	Cecilia Giron	Application	Error	Utah Works	TIR Missed: Yes	TIR: 1.35		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.35	
INC000000293866	Kathleen Leiker	Mobile Devices	None	BlackBerry Configuration	TIR Missed: Yes	TIR: 3.24		
	Help Desk	Sarah Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.26	
INC000000293896	Teresa Fulton	Application	Error	Utah Works	TIR Missed: No	TIR: 0.54		
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 54.56	
INC000000293900	David Chatterley	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 2.56		
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.13	
INC000000293904	Lindsey Caffall-Davis	None	None	None	TIR Missed: No	TIR: 0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000293938	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000293941	Mary Pannunzio	None	None	None	TIR Missed: No	TIR: 0.00		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000293970	Tiffany Hales	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000294038	Sean Glenn	Application	Error	Utah Works	TIR Missed: Yes	TIR: 2.12		
	Application Support - UWORKS	Troy Robison	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.12	

Workforce Services

INC000000294042	Troy Evans	Application	Error	None		TIR Missed: Yes	TIR:	9.27
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.27
INC000000294043	Mary Zorn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294044	Wendy Rosenthal	Application	Error	None		TIR Missed: No	TIR:	0.63
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.19
INC000000294053	Jenny Hansen	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000294064	Jacquelyn Harris	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.80
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.29
INC000000294092	Siska Dastrup	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294113	Sariah Roberts	Application	Error	PGP		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.64
INC000000294114	Darla Roberts	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.63
INC000000294117	Betty J Cox	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000294118	Nan Powell	Application	Error	Utah Works		TIR Missed: No	TIR:	0.25
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000294134	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000294141	Jennifer Herbert	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000294152	Nancy Galt	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.01
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000294155	Karen Quackenbush	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000294176	Seth Whitmill	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294178	Lynette Baker	Application	Error	Utah Works		TIR Missed: Yes	TIR:	10.37
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	10.37
INC000000294181	Michelle Madrigal	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000294184	Daniel Tate	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294195	Michelle Madrigal	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294198	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294221	Ruthann Porter	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294222	Jaime Kaneshiro	PC/Laptop	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294234	Mark Evans	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000294243	Ben Gardiner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.02
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000294274	Betty J Cox	Application	Error	None		TIR Missed: Yes	TIR:	1.52
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.52
INC000000294275	Ben Gardiner	Network	Error	None		TIR Missed: No	TIR:	0.32
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.90
INC000000294286	Alan Dennis	PC/Laptop	Password	None		TIR Missed: Yes	TIR:	1.76
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.76
INC000000294318	Sherry Bird	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294345	Jeff Shockley	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000294359	Colleen Gearheart	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	1.86
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.60
INC000000294385	Rebekah Collingwood	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000294388	Brad Anderson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.84
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.84
INC000000294393	Michelle Deprizio	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.73
INC000000294396	Lindsey Johnson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.83
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.83

Workforce Services

| INC000000294397 | Karen Gardner | Application | None | None | | TIR Missed: No | TIR: | 0.03 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.18 |

| INC000000294419 | Steven Coray | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.25 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 1.78 |

| INC000000294428 | Sammy Batarseh | PC/Laptop | Hardware | None | | TIR Missed: Yes | TIR: | 1.48 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 1.53 |

| INC000000294447 | Nobilee Hutchinson | Application | None | Collection Management System | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.43 |

| INC000000294467 | Gina Stavros | PC/Laptop | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.36 |

| INC000000294469 | Mark Knold | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 5.73 |

| INC000000294470 | Joyce Burningham | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000294488 | Janaina Martins | PC/Laptop | Hardware | None | | TIR Missed: Yes | TIR: | 1.03 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 3.59 |

| INC000000294489 | Lori Giacoletto | Application | Error | Utah Works | | TIR Missed: Yes | TIR: | 1.23 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 1.23 |

| INC000000294516 | Dawn Lay | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000294545 | Michelle Deprizio | Print/Copy/Scan/Fax | None | None | | TIR Missed: Yes | TIR: | 1.30 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 2.86 |

| INC000000294577 | Tricia Cox | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000294580 | Danette Groesbeck | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.90 |
| Application Support - EFIND | Anhkim Le | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.90 |

| INC000000294592 | Kevin Burt | Application | None | Novell GroupWise | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.40 |

| INC000000294598 | Brenda Duvall | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000294608 | Jane Broadhead | Wireless Connectivity | Performance | None | | TIR Missed: Yes | TIR: | 1.02 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 1.03 |

| INC000000294626 | Kathryn Paget | Application | Error | Collection Management System | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.87 |

Workforce Services

INC000000294648	Molly Wengreen	Application	Reporting	Microsoft Excel		TIR Missed: Yes	TIR:	2.67
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.49
INC000000294651	Fran Cannard	Telecom	IP	None		TIR Missed: No	TIR:	0.20
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.48
INC000000294672	Holli Turner	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.06
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000294688	Liz Lobato	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.01
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000294689	Liz Lobato	Application	Error	Utah Works		TIR Missed: No	TIR:	0.96
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.96
INC000000294692	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294704	Tammy M Cole	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000294705	Joanne Nunes	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000294714	Bonnie Johnson	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.48
INC000000294758	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294760	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294761	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294765	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294777	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294783	Nora Olson	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.40
INC000000294786	Todd Jorgensen	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.40
INC000000294789	Lesa Westfall	Application	None	Canon Digital Camera		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.29

Workforce Services

Incident	Caller	Category	Type	Item	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000294801	Christi Seger	Application	Error	Utah Works			Yes	41.43		
	Application Support - UWORKS	Jeff Pryor		Workforce Services	Low	Resolved	Yes			41.43
INC000000294805	Kim Auberger	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294806	Kim Auberger	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294807	Kim Auberger	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294808	Kim Auberger	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294811	Kim Auberger	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294812	Kim Auberger	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294813	Kim Auberger	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294814	Kim Auberger	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294826	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None			No	0.93		
	Metro A Desktop Support	Rodney Austin		Workforce Services	Low	Closed	No			1.62
INC000000294831	Mike Miller	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294859	Terry Lisonbee	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294865	Kamron Dalton	Application	Error	None			Yes	1.71		
	Metro A Desktop Support	Rodney Austin		Workforce Services	Low	Closed	No			1.73
INC000000294873	April Larsen	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	No			0.00
INC000000294876	Linda Church	Application	Error	Microsoft Excel			No	0.00		
	Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	No			0.11
INC000000294880	Janina Von Hartmann	Application	Error	Collection Management System			No	0.00		
	Metro B Desktop Support	Sean Chadbourne		Workforce Services	Low	Closed	No			0.40
INC000000294881	Carolyn Parsons	Application	Reporting	Utah Works			No	0.00		
	Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	No			0.16

Workforce Services

Incident	Requester	Category	Type	Item			TIR Missed		TIR	
INC000000294886	David Chatterley	Application	Error	Utah Works			TIR Missed: No	TIR:	0.30	
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.30	
INC000000294895	Patricia Oneil-Smith	Application	Error	Utah Works			TIR Missed: Yes	TIR:	40.05	
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: Yes	TTR:	40.05	
INC000000294899	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00	
	Help Desk	Vicky Marrelli	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00	
INC000000294908	Linda Church	Application	Reporting	Microsoft Excel			TIR Missed: No	TIR:	0.00	
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.75	
INC000000294921	Brittany Jones	None	None	None			TIR Missed: No	TIR:	0.00	
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00	
INC000000294934	Jolyn Bevan	Application	Error	Microsoft Excel			TIR Missed: No	TIR:	0.00	
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.01	
INC000000294950	Brittany Jones	PC/Laptop	Password	None			TIR Missed: No	TIR:	0.00	
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.15	
INC000000294980	Brittany Jones	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00	
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00	
INC000000294986	Jana Nell	Application	Reporting	None			TIR Missed: No	TIR:	0.00	
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:		
INC000000294992	Mike Donegan	Application	Error	Utah Works			TIR Missed: No	TIR:	0.66	
	Application Support - UWORKS	Eric Strong	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.66	
INC000000294994	Ronda Kelly	PC/Laptop	None	None			TIR Missed: No	TIR:	0.93	
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.93	
INC000000295000	Sherilyn Olsen	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.26	
	Voice Operations	Annette Nielsen	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.30	
INC000000295008	Joyce Burningham	PC/Laptop	None	None			TIR Missed: No	TIR:	0.59	
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Closed	TTR Missed: No	TTR:	5.63	
INC000000295010	Cristina Chavez	None	None	None			TIR Missed: No	TIR:	0.00	
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00	
INC000000295016	Tiffany Hales	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00	
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.23	
INC000000295047	Chris Williams	Application	Error	DWS Capture			TIR Missed: No	TIR:	0.00	
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.79	
INC000000295051	Dana Knold	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.15	
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Closed	TTR Missed: No	TTR:	1.27	

Workforce Services

INC000000295063	Alyshia Jenkins	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295068	Bill Starks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295085	Nicole Steele	Application	Error	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295089	Tammy M Cole	Application	Password	Kofax ImageControls		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.19
INC000000295090	Kim Hathaway	Application	Error	Symantec AntiVirus		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295092	Andrea Bo	Application	Error	DWS Capture		TIR Missed: No	TIR:	0.13
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000295106	Cyndy McKenzie	Application	Error	Utah Works		TIR Missed: Yes	TIR:	37.58
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	37.58
INC000000295121	Cody Brown	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295131	Clo Towers	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295132	Patricia Oneil-Smith	Application	Error	Utah Works		TIR Missed: Yes	TIR:	37.19
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	37.19
INC000000295143	Gina Stavros	None	None	None		TIR Missed: No	TIR:	0.08
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000295153	Patricia Oneil-Smith	Application	Error	Utah Works		TIR Missed: Yes	TIR:	36.80
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	36.80
INC000000295173	Terry MacFarlane	Application	Error	Internet Explorer		TIR Missed: Yes	TIR:	2.77
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.82
INC000000295175	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295193	Chadwick Spencer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295197	Giselle Jackson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295200	Loraine Martin	Application	Error	OpenOffice.org		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04

Workforce Services

INC000000295284	Bryan Kessinger	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295286	Karen Larsen	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295293	Jesi Wasden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295297	Cassy Hahn	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295300	Karen Ellsworth	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295312	Barbara Garcia	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.27
INC000000295316	Lisa Weinmuller	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000295320	Colleen Johnson	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295326	Timothy Budd	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.22
INC000000295340	Karen Quackenbush	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.73
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.73
INC000000295341	Deborah Servis	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295346	Heidi R Thomas	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295350	Cami Graff	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295353	Kerrybeth Cockett	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295354	Heather Knowlton	Network	None	None		TIR Missed: No	TIR:	0.10
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.10
INC000000295355	Robin Herrera	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295356	Meagan Wilson	Application	Password	None		TIR Missed: No	TIR:	0.10
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.10

Workforce Services

| INC000000295357 | Steven Smith | Application | Password | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000295360 | Paul Birkbeck | Application | Password | None | TIR Missed: No | TIR: | 0.09 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.09 |

| INC000000295362 | Twila Anderson | Network | None | None | TIR Missed: No | TIR: | 0.10 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |

| INC000000295365 | LeAnn Hatfield | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000295369 | Neil Rollins | Network | None | None | TIR Missed: No | TIR: | 0.06 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |

| INC000000295372 | Sheryl St Clair | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000295373 | Lorelei Church | Network | None | None | TIR Missed: No | TIR: | 0.04 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.04 |

| INC000000295377 | Joanie Alvarez | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.03 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |

| INC000000295381 | Valerie Martin | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000295384 | Jacki Randolph | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 34.87 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 34.87 |

| INC000000295391 | Levi Bohon | Application | Password | Novell Messenger | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000295393 | Josie Martinez | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000295395 | Teresa Swensen | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.06 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |

| INC000000295398 | Rowena York | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.27 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.33 |

| INC000000295399 | Lisa Roman | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000295406 | Robert Chambers | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.39 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.39 |

| INC000000295417 | Mike Miller | None | None | None | TIR Missed: No | TIR: | 0.64 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.66 |

Workforce Services

INC000000295419	Juliana Smith	None	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.22
INC000000295429	Field Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000295433	Kari L Allen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.08
INC000000295436	Art Cox	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000295438	Ayelen Ottonelli	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295440	Norene Webster	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000295441	Greg Gardner	Application	Error	iPhone		TIR Missed: Yes	TIR:	6.46
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.90
INC000000295442	Sefik Feukic	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295444	Tim Olson	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.29
INC000000295446	Brooke Coster	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.22
INC000000295449	Liz Lobato	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.25
INC000000295455	Sheryl Nisely	Telecom	Call Management	Telephone		TIR Missed: No	TIR:	0.12
	Voice Operations	Annette Nielsen	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.32
INC000000295458	Carla Navarro	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.17
INC000000295464	Sariah Roberts	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	32.49
INC000000295470	Melisa Stark	Wireless Connectivity	None	None		TIR Missed: Yes	TIR:	1.18
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.08
INC000000295471	Dorothy Williams	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.10
INC000000295478	Mary Zorn	Network	Performance	None		TIR Missed: Yes	TIR:	1.30
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.33

Workforce Services

INC000000295481	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: Yes	TIR:	4.28
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	9.66
INC000000295499	Melodee Williams	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295514	Jamie Escobia	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000295517	Steffanie Hicks	Application	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000295521	Kathy Kirby	Network	Performance	None		TIR Missed: No	TIR:	0.68
Metro D North Desktop Support	Neil Smedley	Workforce Services	Medium	Resolved		TTR Missed: No	TTR:	2.19
INC000000295524	Kathy Kirby	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000295530	Kathy Deets	Application	Error	Utah Works		TIR Missed: No	TIR:	0.25
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.25
INC000000295543	Irina Pierpont	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.27
INC000000295569	Christine Mayne	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.52
INC000000295570	Kathleen Leiker	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295573	Kimber Burks	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295577	Teresa Gentry	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295579	Alan Holbrook	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295580	Jeff Shockley	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295584	Jeri Uresk	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.05
INC000000295594	Piper Leon	PC/Laptop	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295637	Michelle Slaughter	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000295652	Linetta Moyes	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.33
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000295657	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295667	Gina Stavros	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.74
INC000000295689	Jane Broadhead	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000295701	Robert Birkinshaw	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295708	Kelly Green	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.34
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000295719	Judianne Collins	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.87
INC000000295740	Jerry Norton	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000295768	Steven Coray	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.58
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.58
INC000000295772	Chris Witney	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.73
INC000000295788	Terry Lisonbee	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295791	Michelle Deprizio	Application	Error	None		TIR Missed: Yes	TIR:	1.49
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.07
INC000000295815	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295822	Siska Dastrup	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.48
INC000000295860	Anna Rodriguez	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295866	Anna Rodriguez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295871	Carina Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000295888	Krzysztof Barchanski	Application	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295891	Cheryl Earl	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295899	Yvette Woodland	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295902	Dawna Blackett-Lopez	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295904	Doug Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295911	Alan Dennis	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000295915	Tim Olson	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.22
INC000000295919	Rebecca Sangberg	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295930	Ruth Dominguez	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000295933	Marilyn Draper	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000295939	Brandon Andersen	None	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295940	Cherice Bridges	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295944	Brandon Andersen	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295950	Clyde D Hansen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000295958	Chelsey Merchant	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295964	Tiffany Hagen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295970	Denise Sorensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11

Workforce Services

INC000000295973	Tricia Mecham	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295976	Rebecca Weston	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000295977	Aaron Quarnberg	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000295988	Linda Wirtjes	PC/Laptop	None	None		TIR Missed: Yes	TIR:	5.15
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.15
INC000000295996	David Moore	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296038	Pam Malone	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.40
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.47
INC000000296040	Lani Wilson-Klingsporn	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.34
Application Support - UWORKS	Troy Robison	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.34
INC000000296063	Amy Wylie	Application	Error	Adobe Acrobat		TIR Missed: Yes	TIR:	4.32
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	6.10
INC000000296073	Jasmina Baxter	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296076	Jodi Hicks	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296082	Jenny Jensen	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296085	Jeanne Moore	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296092	Joan Price	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296097	Jenine Wood	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296104	Kayl Smith	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296106	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296121	Jeanne Moore	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000296127	Debbie Herr	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296136	Devin Jones	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296149	Connie I Fowler	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.90
INC000000296161	Barbara Garcia	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296167	Karla Aguirre	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296190	Kim Torman	Remote Connectivity	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000296193	Melissa McBride	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296195	Stacey Joos	Mobile Devices	Error	BlackBerry Configuration			TIR Missed: Yes	TIR:	1.73
	Application Services	Dustin Crump	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.89
INC000000296196	Jefferson Barrett	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296199	Derrek Larson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296226	Kris Schneider	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000296227	Ronda Kelly	Application	Error	Java Platform SE			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296230	Valerie Seidel	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000296234	Jenny Jensen	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296236	Kris Springer	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296238	Judy H Gardner	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296241	Melissa Romero-McKean	PC/Laptop	None	None			TIR Missed: No	TIR:	0.09
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.30

Workforce Services

INC000000296242	Gregory Bates	Network	Performance	None			TIR Missed: Yes	TIR:	1.15
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	6.67
INC000000296243	Derrek Larson	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.35
INC000000296245	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296249	Deni Swanger	Network	Performance	None			TIR Missed: Yes	TIR:	1.49
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.49
INC000000296250	Tracy Parrish	Application	Error	Utah Works			TIR Missed: Yes	TIR:	1.65
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.65
INC000000296253	Kathy Kirby	Network	Performance	None			TIR Missed: Yes	TIR:	1.48
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.48
INC000000296254	Jefferson Barrett	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000296261	Theresa R Wheatley	None	None	None			TIR Missed: No	TIR:	0.83
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.76
INC000000296263	Agnes Lomu	Application	Error	Utah Works			TIR Missed: Yes	TIR:	26.18
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	26.18
INC000000296266	Agnes Lomu	Network	Performance	None			TIR Missed: No	TIR:	0.22
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.32
INC000000296267	Paul Wright	Network	Performance	None			TIR Missed: Yes	TIR:	1.66
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.55
INC000000296276	Candace Rockwell	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296285	Sheryl Nisely	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	1.11
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.11
INC000000296291	Anna Rodriguez	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296299	Devin Jones	Application	Reporting	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000296300	Leslie Johnston	None	None	None			TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000296305	Lori Giacoletto	Application	Error	Utah Works			TIR Missed: Yes	TIR:	25.53
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	25.53

Workforce Services

INC000000296308	Lori Giacoletto	Network	Performance	None			TIR Missed:	No	TIR:	0.26
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.26
INC000000296316	Lien Le	Network	Performance	None			TIR Missed:	No	TIR:	0.85
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.82
INC000000296318	Colleen Fitzgerald	Application	Error	Novell GroupWise			TIR Missed:	No	TIR:	0.62
	Application Services	Tony Larsen	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	9.85
INC000000296321	Shane Ross	Network	Incident	None			TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000296322	Dorothy Hall	Network	Performance	None			TIR Missed:	Yes	TIR:	1.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed:	Yes	TTR:	6.81
INC000000296323	Dorothy Hall	Application	Error	Utah Works			TIR Missed:	Yes	TIR:	25.31
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed:	Yes	TTR:	25.31
INC000000296347	Tracy Parrish	Application	Error	DWS Capture			TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.31
INC000000296355	Shane Young	PC/Laptop	Error	Microsoft Windows XP Professic			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000296360	Andrew J Wilcox	PC/Laptop	Performance	None			TIR Missed:	Yes	TIR:	1.20
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	1.20
INC000000296361	Tonya Grant	PC/Laptop	Performance	None			TIR Missed:	Yes	TIR:	3.37
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	3.44
INC000000296362	Jeri Boyle	Remote Connectivity	None	None			TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000296365	Brenda Duvall	Network	Error	None			TIR Missed:	No	TIR:	0.59
	Network Operations	J. L. Flack	Workforce Services	High	Closed		TTR Missed:	No	TTR:	0.99
INC000000296366	Marlene Seedall	PC/Laptop	Performance	None			TIR Missed:	No	TIR:	0.44
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed:	Yes	TTR:	8.66
INC000000296369	Judy Ward	PC/Laptop	Performance	None			TIR Missed:	No	TIR:	0.61
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.61
INC000000296372	Vicki Fenton	PC/Laptop	Performance	None			TIR Missed:	Yes	TIR:	1.65
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	1.66
INC000000296375	Lien Le	Application	Error	None			TIR Missed:	Yes	TIR:	24.75
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed:	Yes	TTR:	24.75
INC000000296380	David Moore	PC/Laptop	None	None			TIR Missed:	Yes	TIR:	2.59
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	4.83

Workforce Services

INC000000296381	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296388	Jasmina Baxter	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.30
INC000000296392	Mark Evans	Application	Reporting	Computerized Unemployment B		TIR Missed: No	TIR:	0.66
Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.10
INC000000296395	Blake Bingham	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.95
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.95
INC000000296402	Sharon Pantone	Server	Performance	None		TIR Missed: No	TIR:	0.88
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.88
INC000000296408	Jacki Randolph	Server	Performance	None		TIR Missed: No	TIR:	0.82
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.82
INC000000296413	Jodie Ward	Application	Password	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000296419	Sharon Pantone	None	None	None		TIR Missed: No	TIR:	0.78
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.78
INC000000296423	Richard Donegan	Server	Performance	None		TIR Missed: No	TIR:	0.42
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.47
INC000000296425	Kathy Kirby	Network	Performance	None		TIR Missed: No	TIR:	0.76
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.32
INC000000296427	Shunda Pope	Server	Performance	None		TIR Missed: No	TIR:	0.11
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000296428	Iris Pruneda	Network	None	None		TIR Missed: No	TIR:	0.67
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.05
INC000000296432	Devin Jones	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.07
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000296439	Matthew Stratton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.08
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000296442	Kaylin Bang	Server	Performance	None		TIR Missed: No	TIR:	0.58
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.00
INC000000296443	Deb Hiatt	Server	Performance	None		TIR Missed: No	TIR:	0.39
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.29
INC000000296445	Melanie Curtis	Server	Performance	None		TIR Missed: Yes	TIR:	1.05
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.05

Enterprise Incident Report April 2011

As of 5/2/2011

Workforce Services

Incident	Name	Category	Type	System	TIR Missed	TIR		
INC000000296448	Rebecca Williams	None	None	None	No	0.19		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000296452	Toni Sierra	Application	None	Novell GroupWise	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000296455	Juri Strong	Server	Performance	None	No	0.89		
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.89
INC000000296456	Jeff Shockley	Application	None	Utah Electronic Resource and E	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000296469	Jeris Shira	Network	Performance	None	No	0.31		
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.74
INC000000296470	Misty Williams	Server	Performance	None	No	0.18		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.83
INC000000296473	Harut Torosyan	Server	Performance	None	Yes	1.56		
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.78
INC000000296475	Marilyn Larsen	PC/Laptop	Hardware	None	No	0.00		
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000296481	Sarah Tolbert	PC/Laptop	None	None	Yes	2.03		
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.10
INC000000296490	Melauni Jensen	Server	Performance	None	Yes	1.73		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.00
INC000000296492	Sheila Oelerich	PC/Laptop	Performance	None	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000296519	Sariah Roberts	Application	Error	Utah Works	Yes	23.45		
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	23.45
INC000000296522	Valerie Martin	None	None	None	No	0.37		
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.45
INC000000296538	Robert Andra	Server	Performance	None	Yes	1.48		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.48
INC000000296543	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	No	0.00		
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000296544	Lori Montague	Server	Performance	None	No	0.09		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000296552	Darren Rogers	Application	None	None	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000296562	Bryan Kessinger	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000296567	Carol Conti	Application	Error	Utah Works		TIR Missed: Yes	TIR: 23.99
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR: 25.24
INC000000296571	Jeana Whitlock	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR: 0.35
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.55
INC000000296577	Dennie Tsuya	Application	Error	Utah Works		TIR Missed: Yes	TIR: 25.25
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR: 25.25
INC000000296578	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000296601	Alexia Murphy	Network	None	None		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.23
INC000000296607	John Olson	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000296643	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000296648	Carina Larson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.11
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.29
INC000000296650	Estefana Gutierrez	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000296662	Kathleen Leiker	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000296707	Kathy Richards	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000296719	Kathy Richards	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000296749	Sariah Roberts	Application	Error	Utah Works		TIR Missed: Yes	TIR: 23.61
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR: 23.61
INC000000296753	Carol Thornhill	Application	Error	Utah Works		TIR Missed: Yes	TIR: 23.58
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR: 23.58
INC000000296755	Carolyn Nay	Network	Performance	None		TIR Missed: No	TIR: 0.26
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: Yes	TTR: 6.03
INC000000296756	Kenneth Martinez	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00

Workforce Services

INC000000296760	Maria Hernandez	Network	Performance	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000296770	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296771	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296772	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296775	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296776	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296777	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296778	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296780	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296781	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296782	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296785	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296786	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296798	Michelle Dalley	Application	Error	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000296813	Michael Dillingham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296817	Kathy Martinez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296822	Gina Stavros	PC/Laptop	Error	None		TIR Missed: Yes	TIR: 2.06
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.09

Workforce Services

INC000000296824	Ann Stockham	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000296829	Valerie Olsen	Network	Performance	None			TIR Missed: Yes	TIR:	2.44
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.44
INC000000296834	Janean Justham	Application	Error	Utah Works			TIR Missed: Yes	TIR:	2.91
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.91
INC000000296835	Lorie Davis	Application	Error	Adobe Acrobat			TIR Missed: No	TIR:	0.96
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.74
INC000000296850	Kris Bradley	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296858	Kathy Richards	Application	Error	Microsoft Office			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296881	Wendi Jo Knighton	PC/Laptop	Error	eFIND/eSHARE			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.36
INC000000296887	Joann Wetzel	Application	Error	Utah Works			TIR Missed: Yes	TIR:	22.34
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	22.34
INC000000296907	Jackie Nielson	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	4.10
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.10
INC000000296912	Blaine Cook	Network	Performance	None			TIR Missed: Yes	TIR:	2.27
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.24
INC000000296917	Nancy Sanders	Network	Performance	None			TIR Missed: No	TIR:	0.84
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.90
INC000000296924	Luis Ayala	Application	None	Utah Works			TIR Missed: No	TIR:	0.34
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.34
INC000000296942	Clo Towers	Network	Incident	Novell ConsoleOne			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296963	Gerald Gappmayer	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296979	Carina Larson	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Application Support - UI Web	Brett Judd	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.74
INC000000296991	Vanessa Washington	Remote Connectivity	Error	None			TIR Missed: Yes	TIR:	1.16
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.89
INC000000297012	Judy H Gardner	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000297014	Michelle Conley	Network	Performance	None	TIR Missed: No	TIR:	0.55
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.08
INC000000297018	Joyce Burningham	None	None	None	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297020	Jamie Escobia	Application	Reporting	Utah Works	TIR Missed: Yes	TIR:	20.04
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	20.04
INC000000297051	Carina Larson	Application	Password	Active Directory	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297097	Lisa Osborn	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000297103	Brandon Andersen	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297107	Greg Kuhlman	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297109	Jennifer Galloway	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000297111	Angel Pickett	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000297119	Cherice Bridges	None	None	Symantec AntiVirus	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000297201	Gill Johns-Young	Application	Password	Active Directory	TIR Missed: Yes	TIR:	1.30
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.30
INC000000297202	Mitch Romo	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297252	Mary Gehman-Smith	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297276	Jenny Barrow	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297325	Doris Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297338	Sherida Hicks	Network	Error	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297454	Jim Mansfield	Network	Error	None	TIR Missed: No	TIR:	0.10
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15

Workforce Services

INC000000297455	Alexia Murphy	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297462	Jackie Bryant	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.01
INC000000297465	Karen Gardner	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	16.53
INC000000297466	Elizabeth Carver	Application	Error	Microsoft Windows 7		TIR Missed: No	TIR:	0.53
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.59
INC000000297468	Blake Bingham	Network	Performance	None		TIR Missed: No	TIR:	0.11
	Network Operations	Brant Davis	Workforce Services	Low	Resolved	TTR Missed: N/A	TTR:	
INC000000297468	Blake Bingham	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Network Operations	Brant Davis	Workforce Services	Low	Resolved	TTR Missed: N/A	TTR:	
INC000000297468	Blake Bingham	Network	Performance	None		TIR Missed: No	TIR:	0.51
	Network Operations	Brant Davis	Workforce Services	Low	Resolved	TTR Missed: N/A	TTR:	
INC000000297469	Tricia Mecham	Network	Incident	None		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000297472	Ron Dunn	PC/Laptop	None	None		TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000297477	Leeann Herndon	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.98
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.77
INC000000297481	Barbara Hollister	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.60
INC000000297493	Verlin Christensen	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000297498	Sarka Dever	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000297507	Carolyn Christensen	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.60
INC000000297509	Shawna Werner	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000297511	Jacki Randolph	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.17
INC000000297537	Karen Hess	Application	Error	Utah Works		TIR Missed: No	TIR:	0.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34

Workforce Services

INC000000297539	Brandon Andersen	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000297542	Tala'ave Lakin	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000297547	Carina Larson	Network	None	None		TIR Missed: No	TIR:	0.10
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.39
INC000000297548	Ted Barley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000297552	Linda Ward	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.13
INC000000297554	Susan Deffendol	Network	Performance	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Medium	Resolved		TTR Missed: No	TTR:	0.26
INC000000297554	Susan Deffendol	Network	Performance	None		TIR Missed: No	TIR:	0.26
Rural South Desktop Support	Lane Adams	Workforce Services	Medium	Resolved		TTR Missed: No	TTR:	0.26
INC000000297555	Sylvia Weight	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.61
INC000000297559	Geoffrey Landward	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.92
INC000000297566	Angie Fletcher	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	15.62
INC000000297567	Amy Harris	Remote Connectivity	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000297569	Teal Davis	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000297574	Kerrie Jensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	6.71
INC000000297589	Cliftia Johnson	Network	Performance	None		TIR Missed: No	TIR:	0.00
Network Operations	Jack Bridwell	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.54
INC000000297592	Robert Moyer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000297606	Deborah Servis	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.98
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	6.75
INC000000297611	Tonia Jones	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000297615	Heather Simonson	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20

INC000000297623	Carl Moore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000297627	Heather Loertscher	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.50

INC000000297637	CindaLee Hall	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.16

INC000000297638	Scott Springer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.00

INC000000297640	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000297642	Sherry Bird	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000297643	Marcia J Lea	Network	Error	None		TIR Missed: No	TIR:	0.69
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.69

INC000000297645	Bradley Stone	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.20

INC000000297646	Sherry Bird	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26

INC000000297652	Amy Wylie	Network	None	None		TIR Missed: No	TIR:	0.27
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.00

INC000000297662	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000297663	Anthony Kelly	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.85

INC000000297664	Lela King	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000297665	Sheila Sarten	Application	Reporting	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25

INC000000297672	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000297673	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000297683	Gary C Williams	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.21
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000297685	Brenda Gallegos	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297686	Lela King	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297689	Marles Oldroyd	Server	Performance	None	TIR Missed: No	TIR:	0.08
	Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000297695	Patrice West	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000297699	Nancy Andrew	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.95
INC000000297700	LeAnn Hatfield	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.16
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000297703	Lela King	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297708	Kathy Link	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000297712	Lanore Cunningham	None	None	None	TIR Missed: No	TIR:	0.62
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.62
INC000000297718	Jeri Uresk	Application	Error	DWS Capture	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.90
INC000000297722	Lynn Purdin	Application	Error	Microsoft Word	TIR Missed: Yes	TIR:	2.49
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.96
INC000000297731	Gill Johns-Young	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000297734	Kirsten Martin	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	1.87
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.86
INC000000297747	Ginger Humphrey	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297752	Linda Terry	Server	Performance	None	TIR Missed: Yes	TIR:	1.05
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.07
INC000000297755	Kelly Spafford	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01

Workforce Services

INC000000297758	Sherry Bird	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000297760	Genevieve Gallegos	Server	Performance	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000297761	Lynette Rasmussen	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR:	0.14
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000297765	Jamie Escobia	Application	Error	Utah Works	TIR Missed: Yes	TIR:	14.13
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.13
INC000000297773	Laurie Wittwer	Application	Password	DB2 Query Management Facility	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000297774	Leta Bailey	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297776	Mary Ann Bird	Application	Error	Utah Works	TIR Missed: Yes	TIR:	14.06
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.06
INC000000297781	Sara Hudgins	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000297783	Debbie Sheldon	EIS Hardware	None	None	TIR Missed: No	TIR:	0.65
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.83
INC000000297792	Marcia J Lea	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000297798	Raylyn Tucker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297804	Maryana Valles	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000297805	Heather Loertscher	Application	Reporting	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297806	Marie Rice	Server	Performance	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000297826	Zana Jokic	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000297830	Jamie Escobia	Application	Reporting	Utah Works	TIR Missed: Yes	TIR:	13.49
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	13.49
INC000000297837	Marilyn Fisher	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000297868 | Michelle Mileski | Application | Error | State Payroll Time Entry System | TIR Missed: | No | TIR: | 0.00 |
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000297872	Linda Wallentine	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	13.18
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	13.18
INC000000297888	Sheila Sarten	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.06
INC000000297894	Rebecca Pittman	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.07
INC000000297901	Marta Polanco	Application	Reporting	Utah Works	TIR Missed:	No	TIR:	0.00
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	13.02
INC000000297920	Kris Bradley	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	12.86
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	12.86
INC000000297930	Vivian Brown	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000297931	Lynn Thomas	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	TIR:	0.52
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.89
INC000000297934	Tawnia Page	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.43
INC000000297939	Karen Gardner	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.01
INC000000297940	Dorothy Williams	Application	Reporting	Utah Works	TIR Missed:	Yes	TIR:	12.68
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	12.68
INC000000297950	Sheila Sarten	Application	Error	DWS Intranet	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.22
INC000000297953	Leta Bailey	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	4.01
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.01
INC000000297961	Jill Turner	None	None	None	TIR Missed:	No	TIR:	0.10
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000297962	Leta Bailey	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	3.99
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.99
INC000000297973	Linda Wallentine	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	3.88
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.88
INC000000297976	Lesa Westfall	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	

Workforce Services

Incident	User	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000298006	Ann Stockham	Application	Error	Utah Works	No	0.00		
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved			No	0.09
INC000000298022	Nancy Andrew	Application	Error	Utah Works	Yes	3.43		
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved			No	3.43
INC000000298034	Terry Lisonbee	None	None	None	No	0.00		
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298046	Carol Guymon	Network	Password	Novell Client for 32-bit Windows	No	0.00		
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved			No	0.00
INC000000298061	Joann Vanos	Application	None	ZENworks for Desktops	Yes	3.46		
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved			No	3.47
INC000000298069	Alexandra Nigh	Application	None	None	No	0.33		
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved			No	2.23
INC000000298086	JaNea Lund	None	None	None	No	0.00		
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298090	Delma White	None	None	None	No	0.00		
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298096	Jaylyn Hatch	Application	Password	Novell GroupWise	No	0.05		
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved			No	0.11
INC000000298147	Kim Auberger	Application	Password	DWS Intranet	No	0.00		
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved			No	
INC000000298153	Sherry Bird	Telecom	Dial Tone	Telephone	No	0.51		
Network Operations	Jack Bridwell	Workforce Services	Low	Resolved			No	0.82
INC000000298155	Lisa Weinmuller	Application	Reporting	Collection Management System	No	0.00		
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved			No	0.15
INC000000298156	Scott Butterfield	Application	None	Internet Explorer	No	0.00		
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved			No	0.00
INC000000298157	Penni Dehaan	None	None	None	No	0.02		
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved			No	0.04
INC000000298163	Karen Shepherd	Application	Error	None	No	0.00		
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved			No	0.00
INC000000298173	Robin Mackelprang	Application	Error	None	No	0.00		
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved			No	0.00
INC000000298185	Shelley Esplin	Application	Error	Utah Works	Yes	9.72		
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved			Yes	9.72

Workforce Services

INC000000298199	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk		Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298224	Nancy Galt	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298230	Jennifer Owens	None	None	None		TIR Missed: Yes	TIR:	8.79
Metro B Desktop Support		Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.86
INC000000298254	Lisa C Peterson	Application	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.47
Application Support - EFIND		Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000298261	Chris Banks	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.23
INC000000298275	Vivian Holmes	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.61
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.61
INC000000298278	Amy Rindlisbacher	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.61
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.61
INC000000298279	Kristine Larson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.90
INC000000298280	Kathryn Neibert	None	None	None		TIR Missed: No	TIR:	0.17
Application Support - EFIND		Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000298282	Mark Petrie	None	None	None		TIR Missed: No	TIR:	0.14
Application Support - EFIND		Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000298298	Melissa Crane	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.15
Voice Operations		Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000298299	Melanie Merrill	Application	Error	Utah Works		TIR Missed: No	TIR:	0.28
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000298307	Rochele Jackson	None	None	None		TIR Missed: No	TIR:	0.05
Application Support - EFIND		Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000298309	Laura Carter	None	None	None		TIR Missed: No	TIR:	0.07
Application Support - EFIND		Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000298314	Stephanie Harding	None	None	None		TIR Missed: Yes	TIR:	1.10
Application Support - EFIND		Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.10
INC000000298315	Rachel Goss	None	None	None		TIR Missed: Yes	TIR:	1.10
Application Support - EFIND		Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.10
INC000000298319	Amber Trussell	None	None	None		TIR Missed: No	TIR:	0.06
Application Support - EFIND		Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06

Workforce Services

INC000000298320	Anthony Smith	None	None	None		TIR Missed: Yes	TIR:	1.09
	Application Support - EFIND	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.09
INC000000298321	Karen Gardner	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000298324	Linh Tran	None	None	None		TIR Missed: No	TIR:	0.06
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000298325	Shawn Jolley	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000298326	Sallie Muir	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000298328	Michele Cuburu	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.01
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000298343	Connie Shearwood	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000298356	Kathryn Grover	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298358	Judy H Gardner	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298364	Andrew Smart	Application	Error	Utah Works		TIR Missed: No	TIR:	0.07
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000298372	Shontelle White	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298377	April Larsen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.55
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.57
INC000000298378	Michele Cuburu	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.92
INC000000298379	Shontelle White	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298402	Shontelle White	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298403	Doris Adams	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000298404	Debra Shelley	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07

Workforce Services

Incident	Name / Group	Category 1	Category 2	Category 3 / Sub		TIR Missed	TIR	TTR Missed	TTR
INC000000298406	Chris Witney	Application	Reporting	None		No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved			No	0.05
INC000000298409	Chris Banks	PC/Laptop	None	None		No	0.19		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved			No	0.19
INC000000298413	Joann Wetzel	Application	Error	None		No	0.09		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved			No	0.10
INC000000298415	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298416	Helen Thatcher	Print/Copy/Scan/Fax	Error Code	None		No	0.81		
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved			No	2.04
INC000000298417	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298419	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298422	Justin Sorenson	Wireless Connectivity	None	None		No	0.79		
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved			No	5.64
INC000000298423	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298424	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298425	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298427	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298428	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298430	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00
INC000000298431	Marina Koker	Application	Error	Content Manager		No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved			No	0.16
INC000000298432	Jolene Costigan	Application	Error	None		No	0.00		
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved			No	0.00
INC000000298433	Kris Springer	None	None	None		No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved			No	0.00

Workforce Services

INC000000298435	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298437	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298438	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298439	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298441	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298528	Katie Hanway	Application	Error	None		TIR Missed: Yes	TIR:	1.19
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.23
INC000000298539	Junie Anderson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000298574	Darci Burnett	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.41
INC000000298581	Javier Hernandez	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	6.10
INC000000298604	Josh Gregersen	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000298629	Bret Pope	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.08
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.04
INC000000298630	Anel Martinez	Network	None	None		TIR Missed: No	TIR:	0.21
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.96
INC000000298633	Janet Howes	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.35
INC000000298642	Eden Johnson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.80
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.80
INC000000298651	Becky Miller	None	None	None		TIR Missed: Yes	TIR:	3.31
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	6.61
INC000000298656	Jefferson Barrett	Telecom	IP	Avaya IP Softphone		TIR Missed: No	TIR:	0.11
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.69
INC000000298671	Darci Burnett	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000298672	Marina Koker	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298678	Barbara Kelly	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298680	Jane Broadhead	Network	Performance	None		TIR Missed: Yes	TIR:	2.50
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.17
INC000000298698	Devin Jones	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000298709	Sonya Erickson	Server	None	None		TIR Missed: Yes	TIR:	1.61
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.61
INC000000298713	Sue Allred	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298743	Debbie Sheldon	Application	Password	Content Manager		TIR Missed: No	TIR:	0.09
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000298748	Cliftia Johnson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000298761	Raymond Caldwell	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.20
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.75
INC000000298767	Terry L Banks	Application	Error	Utah Performance Management	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000298774	Laura Ramos	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298775	Rachelle Rypien-Walker	None	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000298778	Brian Peirce	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000298779	Gilda Castillo	None	None	Symantec AntiVirus		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.66
INC000000298789	Joann Wetzel	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000298792	Janet Jolley	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000298794	Vint DeGraw	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.41

Workforce Services						

INC000000298795	Janet Jolley	Application	Error	Java Platform SE	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000298811	Jennifer Domenici	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298815	Michelle Deprizio	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.58
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.76
INC000000298823	Leeann Herndon	None	None	Microsoft Word	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.18
INC000000298827	Melodee Williams	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.18
INC000000298829	Carrie Peterson	None	None	Avaya IP Softphone	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000298842	Piper Leon	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.25
INC000000298860	Theresa R Wheatley	Wireless Connectivity	Error	None	TIR Missed: Yes	TIR: 1.73
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.44
INC000000298861	Stephen Manzione	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298864	Tamera Smith	Telecom	None	None	TIR Missed: No	TIR: 0.27
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.06
INC000000298877	Maria Torres	None	None	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000298878	Troy Evans	None	None	None	TIR Missed: Yes	TIR: 1.77
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.90
INC000000298879	Gregory Whittaker	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298881	James E Hill	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000298888	Brandon Andersen	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000298890	Sue Allred	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298901	Rebecca D Anderson	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.54

Workforce Services

INC000000298905	Gary C Williams	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000298910	Chad Elskamp	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000298931	Janet Howes	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.15
INC000000298939	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298945	Deborah Servis	Application	Error	None		TIR Missed: No	TIR:	0.71
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.40
INC000000298946	Jolie Bevers	Network	Performance	None		TIR Missed: No	TIR:	0.05
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.31
INC000000298947	Ryan Budge	Remote Connectivity	Password	Active Directory		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298968	Christy Cedarstrom	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298972	Peggy Barton	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000298980	Sue Allred	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000299012	Lidya Hardy	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.49
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.49
INC000000299019	Becky Coats	None	None	None		TIR Missed: Yes	TIR:	1.05
Application Support - UI Web	Gary Ray	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.06
INC000000299034	Kathy Deets	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.74
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.74
INC000000299047	Kathy Deets	Application	Error	Utah Works		TIR Missed: Yes	TIR:	13.91
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	13.91
INC000000299050	Theresa R Wheatley	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.64
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.65
INC000000299052	Lonny Marchbanks	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000299064	Nicole Steele	Application	Error	Utah Works		TIR Missed: No	TIR:	0.49
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.49

Workforce Services

| INC000000299085 | Gerald Gappmayer | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.42 |

| INC000000299114 | Cathy Maynard | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299121 | Stephen Lisonbee | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299123 | Sheila Sarten | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.23 |

| INC000000299133 | Mary Gehman-Smith | PC/Laptop | None | None | TIR Missed: Yes | TIR: | 3.53 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.53 |

| INC000000299136 | Liz Lobato | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299143 | Oscar Molina | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.21 |

| INC000000299154 | Jonathan Mathews | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.14 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000299167 | Carol Guymon | None | None | Utah Works Web Site | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |

| INC000000299172 | Piper Leon | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299179 | Julia Story | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 7.12 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 7.12 |

| INC000000299187 | Helen Thatcher | Wireless Connectivity | None | None | TIR Missed: Yes | TIR: | 1.70 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.72 |

| INC000000299204 | Robert Van Vliet | Application | Error | Utah Works Web Site | TIR Missed: Yes | TIR: | 11.19 |
| | Application Support - UWORKS | Troy Robison | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 11.19 |

| INC000000299208 | Connie Larsen-Frazier | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299216 | Dean Dickerson | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.06 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.52 |

| INC000000299220 | Linda Wirtjes | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299225 | Gaylinn Frandsen | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.72 |

Workforce Services

INC000000299231	Olga Cooper	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000299242	Amber Jackson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	10.57
Application Support - UWORKS	Troy Robison	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	10.57
INC000000299262	Brian Smith	Network	Error	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000299265	Helen Te'o	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000299272	Michelle Viertel	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000299289	Jamie Escobia	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	7.05
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	7.05
INC000000299306	Angie Fletcher	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000299337	Vanessa Mann	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	TIR:	1.17
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.97
INC000000299431	Tonia Jones	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000299432	Tracy Harris-Belnap	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000299433	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000299452	Melissa Daymont	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000299475	John Pace	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.72
INC000000299484	Lauri Wunderlich	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Network Operations	Brian Chatwin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.75
INC000000299486	Jacqueline Gene	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000299494	Connie Larsen-Frazier	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.99
INC000000299505	Theresa R Wheatley	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.14
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.23

Workforce Services

| INC000000299537 | Heather Shuman | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299538 | Jodie Jackson | Network | Password | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000299541 | Debra Mace | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.30 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.99 |

| INC000000299545 | Phuc Nguyen | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.36 |

| INC000000299562 | David Chatterley | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299572 | Michelle W Christensen | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.25 |

| INC000000299617 | Katie Dietz | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.21 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.21 |

| INC000000299618 | Tara Connolly | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299655 | Michelle Beebe | Application | Password | None | TIR Missed: Yes | TIR: | 23.54 |
| | Application Support - DBA | Eric Swain | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 23.54 |

| INC000000299659 | Joann Wetzel | Application | Error | Adobe Acrobat | TIR Missed: No | TIR: | 0.01 |
| | Metro B Desktop Support | Gary Graham | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 8.59 |

| INC000000299661 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299666 | Lora Braden | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.34 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.34 |

| INC000000299667 | Shawn Jolley | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299677 | Debra Mace | Application | None | Microsoft Office | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000299679 | Jeff Shockley | Application | Reporting | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.16 |

| INC000000299680 | Jane Broadhead | Application | None | Microsoft Excel | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.10 |

| INC000000299692 | Debbie Lyberger | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.72 |

Workforce Services

INC000000299700	Cindy Adams	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.67
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000299703	Barbara Garcia	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000299708	Gabriel Ghibirdic	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299713	Terry Hansen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299717	Gary Newren	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299739	Debra Mace	Application	Error	Microsoft Office	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299740	Isabel Souza	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299747	Heidi Torres	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.01
INC000000299748	Darla Roberts	Network	Incident	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299751	Debbie Serrano	Application	Error	Microsoft Office	TIR Missed: Yes	TIR:	3.76
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.76
INC000000299758	Chris Loizos	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	2.34
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.34
INC000000299760	Lisa C Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299762	Iris Pruneda	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299766	Lori Montague	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299767	Tiffany Cruz	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299769	Sherry Bird	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299770	Kathy Martinez	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000299771	Carolyn Rowland	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299772	Jeff Dart	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299775	Shunda Pope	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299780	Rachel Goss	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299782	Marylynn Prows	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299783	Terresa L Graham	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299788	Cathy Bell	Server	Performance	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299790	Georgina Bresnan	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299792	Cindy Bertagnolli	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299796	Lela King	Application	None	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299801	Cami Sandoval	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299802	Lela King	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299816	Shannon Charlson	Application	Error	Computerized Unemployment B	TIR Missed: Yes	TIR:	3.33
	Application Support - UI Web	Gary Ray	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.33
INC000000299837	Terry Hansen	Network	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000299852	Penney Chipp	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299863	Lien Ly	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000299889	Debra Shelley	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

Incident	Requester	Type	Category	Product			TIR Missed	TIR
INC000000299896	Bonnie Johnson	Application	Reporting	None			No	0.31
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000299902	Jane Broadhead	PC/Laptop	Password	None			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.15
INC000000299932	Verlin Christensen	PC/Laptop	None	None			No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000299943	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299978	Leann Robinson	Application	Error	Utah Works			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299979	Pokhui H Walters	Application	Error	Novell GroupWise 32-bit Windo			No	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000299981	Viengsay Sundara	PC/Laptop	Hardware	None			No	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000299982	Maryana Valles	Print/Copy/Scan/Fax	Queue	None			No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000299983	Lesnie Foster	PC/Laptop	Hardware	None			No	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000299988	Rene Meza	Telecom	Conference	None			No	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000300007	Jody McMillan	Print/Copy/Scan/Fax	Incident	None			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300067	Mitch Romo	None	None	None			No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300088	Mary Silva	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300089	Megan Johnson	PC/Laptop	Password	Active Directory			No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300097	Kathy Lahey	Application	Reporting	None			Yes	1.15
	Application Support - APEX	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.15
INC000000300123	Megan Johnson	Application	Error	Microsoft Windows XP Professic			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000300144	Norene Webster	Application	Error	Microsoft Excel			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.60

Workforce Services

INC000000300156	Lorelle Poulsen	Network	Password	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000300157	David Cote	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.20
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000300162	Marc Wilson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300169	Mona Kadir	Network	Virus	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300183	Stella Lenzen	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.44
INC000000300186	Debbie Westbroek	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.19
INC000000300199	Gavin Mangelson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000300208	Patrice West	Application	None	Content Manager	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.89
INC000000300209	Gail Reidling	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.56
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.58
INC000000300224	Shawna Gelhard	Application	Error	None	TIR Missed: No	TIR:	0.05
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000300227	Dave Herrera	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000300230	Barbara Andersen	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000300251	Jesse Bissegger	Application	Password	Kofax ImageControls	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000300255	Jan Hunt	Application	Reporting	Microsoft Office Professional 20	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000300257	Bruce Lamb	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000300260	Michelle Viertel	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000300263	Dustin Townsend	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14

Workforce Services

INC000000300275	Penney Chipp	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000300276	Chris Cook	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.69
INC000000300277	Jamie Escobia	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000300282	Gerald Gappmayer	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000300284	Richard Donegan	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.60
INC000000300305	Karla Aguirre	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000300306	Karen Quackenbush	PC/Laptop	None	None	TIR Missed: No	TIR:	0.34
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.24
INC000000300307	Karen Quackenbush	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.33
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.62
INC000000300310	David Ostrom	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.53
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.57
INC000000300322	Bonnie L Kelsey	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000300361	CJ Higgins	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.40
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.40
INC000000300363	Carolyn Davis	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.38
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.38
INC000000300376	Darl Valdez	Application	Error	Utah Works	TIR Missed: Yes	TIR:	3.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.11
INC000000300377	Kaylee Ashdown	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000300389	Terry Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000300391	Gregory Whittaker	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000300394	Melodee Williams	PC/Laptop	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000300400	Stacy Anderson	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300413	Joseph Mitchell	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	1.00
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.00
INC000000300414	Dawn Lay	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.98
INC000000300424	Mark Evans	Application	Reporting	None	TIR Missed: No	TIR:	0.16
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000300429	Marc Wilson	Network	Password	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000300443	Melissa Bracken	Telecom	IP	Avaya IP Softphone	TIR Missed: No	TIR:	0.23
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000300461	Estefana Gutierrez	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300465	Alicia Rodgers	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000300469	Gail Reidling	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.61
INC000000300474	Edina Cesko-Wilson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000300479	Dorothy Williams	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000300481	Kathy Hintze	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.53
INC000000300486	Sariah Roberts	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000300494	Kathy Leeds	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300497	Katie Helm	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000300499	Noemi Monge	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000300501	Jocelyn Juber	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000300504	Kimber Burks	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300507	Devin Shipp	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300509	Tracy Parrish	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300510	Kirsten Heaton	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.14
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	1.35
INC000000300511	Nancy K Perkins	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300515	Jackie Nielson	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000300518	Brooke Coster	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300520	Kenneth Martinez	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300524	Kenneth Martinez	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.04
INC000000300526	Michael Barnes	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.03
INC000000300527	Mirela Krkic	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300528	Valerie Olsen	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300530	Gary C Williams	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.53
INC000000300536	Jimie Jones	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300539	Anne Gilbert	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000300543	Katie Hanway	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.03
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.22
INC000000300564	Linda Wallentine	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.14

Workforce Services

Incident	Name	Category	Type	Item			TIR Missed		TIR
INC000000300586	Luis Ayala	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000300620	Dyann Smoot	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000300639	Gary C Williams	Application	Error	Utah Works			TIR Missed: No	TIR:	0.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.44
INC000000300642	Gary C Williams	Application	Error	Novell GroupWise 32-bit Window			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000300647	Bonnie Johnson	Network	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.87
INC000000300672	Connie I Fowler	Telecom	None	None			TIR Missed: No	TIR:	0.62
	Voice Operations	Annette Nielsen	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.95
INC000000300675	Dawn Lay	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000300681	Jeff Webster	PC/Laptop	Password	Active Directory			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.11
INC000000300697	Michael W Hansen	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000300717	Jackie Dalton	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	5.86
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	5.86
INC000000300725	Terrie Bouck	None	None	Active Directory			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000300727	Dorothy Williams	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low		Resolved	TTR Missed: Yes	TTR:	6.09
INC000000300732	Marie Higgins	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000300735	Karen Quackenbush	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.03
INC000000300751	Rhett Wilson	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	5.60
INC000000300753	Sonia Fowler	Application	Error	Utah Works			TIR Missed: Yes	TIR:	2.02
	Application Support - UWORKS	Eric Strong	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.02
INC000000300763	Milton Olsen	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000300767	Robyn Thomas	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000300782	Carli Simons	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.78
INC000000300788	Andrea Scott	Application	Error	Utah Works Web Site	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.04
INC000000300801	Andrew J Wilcox	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.79
INC000000300803	Michael W Hansen	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.09
INC000000300807	Tiffany Hagen	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000300821	Dawn Nelson	PC/Laptop	None	None	TIR Missed: No	TIR: 0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.10
INC000000300822	Sharon Holmes	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.37
INC000000300830	Darren Rogers	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.89
INC000000300832	Karla Aguirre	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000300843	Leslie Judd	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.09
INC000000300857	Judy Thatcher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000300859	Gene Applonie	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000300861	Milton Olsen	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.16
INC000000300862	Norman Keith	Application	Error	Utah Works	TIR Missed: No	TIR: 0.23
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Resolved	TTR Missed: Yes	TTR: 12.87
INC000000300864	Gene Applonie	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000300871	Reyna Romero	Application	Reporting	None	TIR Missed: No	TIR: 0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.07

Workforce Services

INC000000300876	Karen Conley	Remote Connectivity	Performance	None		TIR Missed: Yes	TIR:	1.07
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.07
INC000000300877	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300880	Milton Olsen	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.99
INC000000300881	Chris Baker	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000300891	Marina Koker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.81
INC000000300896	Maritza Rojas-Erickson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300899	Melissa Daymont	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	2.11
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.11
INC000000300906	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000300923	Susan Taggart	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000300945	Nancy Galt	None	None	None		TIR Missed: No	TIR:	0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.41
INC000000300952	Julie Beagley	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000300964	Crecia Baker	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	16.28
INC000000300983	Nancy Galt	None	None	None		TIR Missed: No	TIR:	0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.45
INC000000300984	Elleisha Knowlton	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000300996	Sue Strasburg	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.95
INC000000300997	Chris Baker	Application	Reporting	Content Manager		TIR Missed: Yes	TIR:	1.91
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.91
INC000000301011	Sylvia Pineda	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.61

Workforce Services

INC000000301023	Sherry Stevens	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.85
INC000000301033	Cindy Bertagnolli	Application	Error	DWS Web	TIR Missed: No	TIR:	0.46
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000301068	Nancy Robison	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000301136	Muris Prses	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301143	Thor Lee	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000301148	Kaylin Bang	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000301164	Carol Warby	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301174	Brenda Martin	Remote Connectivity	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000301178	Valerie Argyle	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000301191	Laura Beckstrand	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.23
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.01
INC000000301198	Annie Chase	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000301378	Janet Romo	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301383	Ashley Baker	Application	Password	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301385	Judy Mattinson	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.21
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.57
INC000000301389	Brittney M Woodland	Application	Reporting	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000301405	Gilberto Vigil	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000301412	Katherine Thomas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13

Workforce Services

INC000000301417	Elizabeth Thorpe	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000301427	Maritza Rojas-Erickson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.16
INC000000301430	Patricia Kamai	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301434	Shawna Werner	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.25
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000301436	Dennie Tsuya	Network	Incident	None		TIR Missed: No	TIR:	0.03
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.23
INC000000301448	Stacy Anderson	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000301450	Janet Gale	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000301466	Kent Naisbitt	Application	Reporting	None		TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000301483	Linda Wallentine	Application	Error	Microsoft Windows XP Profession		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000301486	Trudi B Nelson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000301488	Maritza Rojas-Erickson	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000301500	Debbie Herr	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000301506	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301515	Connie Tidwell	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.28
INC000000301526	Jimmy Smith	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000301527	Jenny Kehr	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.11
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.79
INC000000301528	Penni Dehaan	Network	Error	None		TIR Missed: No	TIR:	0.42
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.50

Workforce Services

INC000000301532	Rachael Licciardone	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	13.08
INC000000301536	Felicia Kinder	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000301549	Lucy Guerrero	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000301574	Pokhui H Walters	Application	Error	Utah Works		TIR Missed: No	TIR:	0.20
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.20
INC000000301595	Linda Lundberg	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301599	Cindy Bertagnolli	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.75
INC000000301602	Connie Grace	Application	Error	None		TIR Missed: Yes	TIR:	9.51
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	9.51
INC000000301607	Katherine Abel	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301608	Kasia Tuaitanu	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301609	Lea Betty	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301611	Sheila Belnap	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301614	Leo Winegar III	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301618	Darwin Kocherhans	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301621	Emmalee Hunt	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301622	Richelle Surplus	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301624	Lisa Roman	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301626	Barbara R Peterson	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	

Workforce Services

INC000000301627	Brian Prettyman	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.87
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.24

INC000000301628	Randilee Spencer	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301629	Randilee Spencer	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301632	Penney Chipp	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301633	Shonie Barker	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301634	David Chatterley	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.04
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.81

INC000000301635	Marylynn Prows	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301636	Kathy Pugliese	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301638	Kim Wilcox	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301640	Kerrybeth Cockett	PC/Laptop	None	None		TIR Missed: No	TIR:	0.63
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.28

INC000000301642	Kim Wilcox	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301647	Sharon Lowe	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301650	Lisa D Dowling	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15

INC000000301655	Tammy Berrie	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000301660	Barbara Bloomfield	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.64
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.64

INC000000301665	Norman Nakamura	Network	None	None		TIR Missed: No	TIR:	0.71
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.06

INC000000301667	Paul Elliott	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000301670	Debra Zavala	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301673	Danielle Wilson	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.17
INC000000301674	Kathryn Murdock	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301677	Kim Wilcox	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301682	Janet Jolley	Application	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000301686	Cindy Bertagnolli	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301692	Janet Jolley	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.23
Voice Operations	Lois Schow	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000301693	Janice Bitsoie	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301695	Cindy Bertagnolli	Application	None	Kofax ImageControls		TIR Missed: No	TIR:	0.10
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.10
INC000000301714	Crecia Baker	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000301742	Debbie Lyberger	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000301746	Phil Gammell	Application	Error	Contributions Automated Tax Sy		TIR Missed: Yes	TIR:	1.37
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	7.72
INC000000301759	Brenda Martin	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000301760	Reyna Romero	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000301770	Karen Shepherd	Server	Error	Content Manager		TIR Missed: No	TIR:	0.09
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000301776	Linda Delaplaine	None	None	None		TIR Missed: No	TIR:	0.39
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.25
INC000000301778	Lien Ly	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.16

Workforce Services

| INC000000301795 | June Bradfield | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

| INC000000301810 | Gaye Moody | None | None | None | | | TIR Missed: No | TIR: | 0.03 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 1.88 |

| INC000000301833 | Michael W Hansen | Application | Reporting | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.68 |

| INC000000301838 | Zenaida Martinez | Print/Copy/Scan/Fax | Incident | None | | | TIR Missed: No | TIR: | 0.38 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.38 |

| INC000000301847 | Gill Johns-Young | Application | Error | Microsoft Excel | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 1.36 |

| INC000000301863 | Theresa Tann | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

| INC000000301864 | Maria Torres | Telecom | Voice Mail | None | | | TIR Missed: No | TIR: | 0.08 |
| Voice Operations | Kelly Johnson | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.17 |

| INC000000301895 | Sherry Bird | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

| INC000000301896 | Gavin Mangelson | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

| INC000000301900 | Nate Talley | Network | Performance | None | | | TIR Missed: Yes | TIR: | 1.02 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 2.23 |

| INC000000301925 | Tracie Williams | Print/Copy/Scan/Fax | Error Code | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro B Desktop Support | Michael Barth | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 4.59 |

| INC000000301931 | Christina Lloyd | Application | Reporting | Novell Messenger | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.00 |

| INC000000301943 | Trish West | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

| INC000000301958 | Todd Jorgensen | Application | Error | Utah Works | | | TIR Missed: No | TIR: | 0.37 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.37 |

| INC000000301964 | Jessica Johnson | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

| INC000000301965 | Julie Thurston | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

| INC000000301969 | Cheryl Earl | Application | Error | None | | | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

Workforce Services							

INC000000301980	Robert Birkinshaw	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000301987	Calvin Kenley	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000301990	Shari Elliott	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000301994	Carolyn Nay	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000301995	Mary Zorn	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302008	Norene Webster	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000302029	Pam Malone	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.02
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.06
INC000000302035	Sandra Black	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.94
INC000000302040	Rod Barlow	Telecom	CrossTalk/Noise/Static	None		TIR Missed: Yes	TIR:	1.32
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	23.70
INC000000302043	Norene Webster	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.47
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.63
INC000000302052	Mayra Gomez	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.13
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.74
INC000000302057	Debbie Torres	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000302058	Kerrie Jensen	Mobile Devices	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302061	Michael Barrett	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.32
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.88
INC000000302081	Rebecca D Anderson	Application	Error	Microsoft Visio		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000302085	Christina Gale	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302090	Lisa Butler	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05

Workforce Services

INC000000302096	Marylynn Prows	Application	Error	None		TIR Missed: No	TIR:		0.00
Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		
INC000000302097	Elizabeth Thorpe	Application	Error	None		TIR Missed: No	TIR:		0.00
Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		
INC000000302109	Jon Pierpont	None	None	None		TIR Missed: No	TIR:		0.00
Application Services	Dustin Crump	Workforce Services		High	Resolved	TTR Missed: No	TTR:		0.93
INC000000302111	Gerald Gappmayer	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:		0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		0.13
INC000000302118	Doyle Bender	Application	Error	Java Platform SE		TIR Missed: No	TIR:		0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		0.46
INC000000302120	Colleen Johnson	PC/Laptop	Performance	None		TIR Missed: No	TIR:		0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		1.18
INC000000302123	Jackie Christensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:		0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		1.19
INC000000302125	Jackie Christensen	Application	Error	Utah Works		TIR Missed: No	TIR:		0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		0.38
INC000000302131	Gerald Brown	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:		0.00
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		4.74
INC000000302141	Pamela Surakhun	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:		0.66
Application Services	Martin Gonzalez	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		0.70
INC000000302149	Tiffanie Adams	Application	Reporting	None		TIR Missed: No	TIR:		0.19
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		0.19
INC000000302204	Kerry Daniels	Telecom	Coverage Path	None		TIR Missed: Yes	TIR:		1.86
Voice Operations	Annette Nielsen	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		1.86
INC000000302213	Milagros Santos	Application	Reporting	Acrobat Reader		TIR Missed: No	TIR:		0.13
Metro A Desktop Support	Mike Beynon	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		0.13
INC000000302224	Marlene Seedall	Application	None	Fleet Focus		TIR Missed: No	TIR:		0.58
Fleet Administration	Corry Hill	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		0.58
INC000000302230	Kathryn Neibert	Application	Error	None		TIR Missed: No	TIR:		0.00
Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		
INC000000302242	Emmalee Hunt	None	None	Novell GroupWise		TIR Missed: No	TIR:		0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		0.06
INC000000302257	Barbara McElhinney	Application	Error	None		TIR Missed: No	TIR:		0.00
Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: No	TTR:		

Workforce Services

INC000000302261	Gaylinn Frandsen	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302276	Leo Winegar III	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302288	Troy Evans	Application	Reporting	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302299	Bryan Kessinger	Mobile Devices	Error	Droid		TIR Missed: No	TIR:	0.55
Application Services		Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.88
INC000000302331	Elizabeth Thorpe	None	None	None		TIR Missed: No	TIR:	0.71
Metro A Hosting		Keith Scholl	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.07
INC000000302344	Lea Betty	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302357	Anthony Smith	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302361	Kasia Tuaitanu	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302364	Kari Marty	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.38
Application Services		Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	11.21
INC000000302371	Jaimie Druk	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.52
Metro A Desktop Support		Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.76
INC000000302372	Kari Marler	Telecom	Hardware	None		TIR Missed: No	TIR:	0.37
Network Operations		Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.73
INC000000302391	Janae Parker	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	12.40
INC000000302403	Tricia Cox	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000302408	Loggins Merrill	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302409	Lori B Mair	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302431	Steven Coray	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302441	Verolinda Granados	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC	Name	Category	Type	Item	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000302444	Grazyna Janeczko	PC/Laptop	Error	None			TIR Missed: Yes	3.70		
	Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: Yes			14.92
INC000000302492	Connie Perry	Application	Error	OpenOffice.org			TIR Missed: No	0.00		
	Rural Central Desktop Support	Jay Barfuss	Workforce Services		Low	Resolved	TTR Missed: No			0.00
INC000000302507	Gilberto Vigil	PC/Laptop	Hardware	None			TIR Missed: No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No			0.00
INC000000302515	Nique Frasier	Network	Performance	None			TIR Missed: Yes	1.29		
	Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Resolved	TTR Missed: No			1.29
INC000000302530	Kathy Martinez	Application	Reporting	None			TIR Missed: No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No			0.00
INC000000302539	Simone Ongoongotau	Application	Password	Utah Electronic Resource and E			TIR Missed: No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No			0.43
INC000000302552	Carmen Bento	Application	Error	Utah Works			TIR Missed: Yes	3.27		
	Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: No			3.27
INC000000302553	Jackie McAtee	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No			0.00
INC000000302555	Joann Wetzel	Application	Reporting	Utah Works			TIR Missed: No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No			0.07
INC000000302556	Rod Gordon	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No			0.10
INC000000302558	Ashley Ledbetter	Application	Error	Utah Works			TIR Missed: Yes	11.60		
	Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes			11.60
INC000000302561	Marie Higgins	Telecom	Feature	Telephone			TIR Missed: No	0.12		
	Voice Operations	Annette Nielsen	Workforce Services		Low	Resolved	TTR Missed: No			0.12
INC000000302569	Lisa D Dowling	Application	Error	Novell GroupWise			TIR Missed: No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No			0.00
INC000000302571	Stacy Stenovich	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No			0.28
INC000000302573	Judy Thatcher	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No			0.09
INC000000302582	Karen Pearce	Application	Error	Utah Electronic Resource and E			TIR Missed: Yes	12.47		
	Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: Yes			12.47
INC000000302584	Marylynn Prows	Application	Error	Utah Electronic Resource and E			TIR Missed: No	0.00		
	Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: No			

Workforce Services

INC000000302587	Teri Brinkerhoff	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302588	Tricia Cox	Application	Password	Active Directory	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302590	Lisa Weinmuller	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302592	Giselle Jackson	Application	Reporting	None	TIR Missed: No	TIR:	0.73
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.93
INC000000302597	Angela Murphy	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302598	Norman Nakamura	Application	Password	PGP	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302603	Patricia Kamai	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000302606	Jill Turner	Application	Reporting	None	TIR Missed: No	TIR:	0.23
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000302607	Nathan Dopp	None	None	PGP	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.80
INC000000302617	Carol Conti	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000302618	Darren Sheffer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302622	Kathleen Leiker	None	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302626	Kimber Burks	None	None	Utah Works Web Site	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302629	Janaina Martins	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.45
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.80
INC000000302632	Norman Nakamura	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302637	Tricia Cox	Application	Error	Microsoft Office	TIR Missed: No	TIR:	0.70
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.41
INC000000302641	Selma Meono	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000302655	Cindy Cutshall	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302656	William Campbell	Application	Reporting	None		TIR Missed: Yes	TIR:	14.29
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.29
INC000000302657	Tamera Smith	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.18
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000302670	Nique Frasier	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302680	Nobilee Hutchinson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000302681	Tonya Burton	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302685	Lori B Mair	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000302691	CindaLee Hall	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302699	Connie Grace	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302713	Cindy Jones	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302714	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302715	Scott Butterfield	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302716	Sonya Erickson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.11
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000302719	Trish West	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302722	Jackie McAtee	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302724	Piper Leon	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000302730	Cathy Maynard	Application	Password	Office of Recovery Services Info	TIR Missed: No	TIR:	0.28
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28

Workforce Services

INC000000302740	Emily Pilling	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302741	Cathy Maynard	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR:	0.19
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.95
INC000000302750	Nichole Pusey	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302753	Karen Quackenbush	None	None	None	TIR Missed: No	TIR:	0.36
Metro A Hosting	Chris Kunde	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.36
INC000000302756	Cindy Lehmann	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000302757	Helen Hadad	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302759	Gail Boyd	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000302765	Paula Johns	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000302772	Stephen Maas	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302773	June Bradfield	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302775	Debra Mace	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000302777	Stephen Maas	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302778	Denise Clegg	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302779	Denise Clegg	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302784	Blaine Cook	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302787	Jolie Bevers	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000302789	Cindy Cutshall	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

| INC000000302791 | Tracy Lindquist | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: |

| INC000000302794 | Paul Johnston | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: |

| INC000000302799 | Tiffany Cruz | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.02 |

| INC000000302807 | Steven Bryan | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: |

| INC000000302810 | Kathryn Paget | Remote Connectivity | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000302818 | Stella L Salazar | Telecom | Coverage Path | Telephone | TIR Missed: No | TIR: | 0.00 |
| | Order Desk | Alicia Zenner | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000302824 | Leta Bailey | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 9.26 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: 9.26 |

| INC000000302832 | Gary C Williams | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Gary Graham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.06 |

| INC000000302835 | Susy M Westphal | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.10 |

| INC000000302847 | Heather Kelsey | Application | Reporting | None | TIR Missed: No | TIR: | 0.01 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.02 |

| INC000000302854 | Nobilee Hutchinson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: |

| INC000000302855 | Becki Bryce | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: 9.17 |

| INC000000302856 | Marles Oldroyd | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 9.02 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: 9.02 |

| INC000000302859 | Shawn Mansell | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.43 |

| INC000000302862 | Ben Mortensen | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: |

| INC000000302864 | Carolyn Nay | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: |

| INC000000302868 | Amber Trussell | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: |

Workforce Services

INC000000302873	Becky Thacker	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	8.88
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	8.88
INC000000302874	Veronica M Valadez	Network	Performance	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.48
INC000000302876	Juliana Smith	Application	Error	Adobe Reader	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.43
INC000000302879	Amanda Matravers	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.01
INC000000302885	Karen Pearce	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000302894	Noelle Bradford	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000302899	Maryana Valles	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000302900	Randi Carter	Network	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.22
INC000000302903	Danette Groesbeck	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.67
INC000000302927	Randilee Dowland	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000302929	Joe Edman	None	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000302931	Margo Weeks	Application	Error	ZENworks for Desktops	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000302932	Barbara McElhinney	Application	Reporting	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.21
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000302934	Barbara McElhinney	Network	Performance	None	TIR Missed:	Yes	TIR:	1.11
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.11
INC000000302952	Janet Gale	Application	Reporting	None	TIR Missed:	No	TIR:	0.02
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000302961	Mitch Romo	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000302964	Barbara McElhinney	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	

Workforce Services

INC000000302966	Melissa McBride	Application	Error	None		TIR Missed: No	TIR:	0.76
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	3.48
INC000000302971	Mitch Romo	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302972	Mitch Romo	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302975	Kathaleen Williams	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.74
Metro B Desktop Support	Sean Chadbourne	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.74
INC000000302981	Angela A Hansen	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	
INC000000302985	Tonia Jones	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303018	Evelyn Brower	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	
INC000000303021	Jacob Maxwell	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.70
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	8.70
INC000000303022	Laurina Schouten	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.02
Application Support - EREP	David Moffitt	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000303024	Brian Smith	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303034	Lanelle Windley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303038	Margo Weeks	Application	Error	None		TIR Missed: No	TIR:	0.48
Application Support - Content Mana	Nate Olson	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.48
INC000000303039	Rod Gordon	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303053	Devin Shipp	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.44
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	8.44
INC000000303056	Jean Fisher	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.97
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	5.97
INC000000303057	Sumiko Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303058	Jamie Escobia	Application	Error	Utah Works		TIR Missed: Yes	TIR:	9.69
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	9.69

Workforce Services

INC000000303074	Michael Barrett	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000303075	Darren Rogers	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.17
Voice Operations	Annette Nielsen	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.22
INC000000303078	Becky Thacker	Application	Error	Utah Works		TIR Missed: Yes	TIR: 9.48
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR: 9.48
INC000000303088	Noelle Bradford	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000303131	Karla Aguirre	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000303143	Timothy Dye	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000303146	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000303149	Connie Tidwell	Application	Error	Utah Works		TIR Missed: Yes	TIR: 9.02
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR: 9.02
INC000000303152	Mitch Romo	Application	Error	Microsoft Office Professional 20		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.38
INC000000303153	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000303163	April Gerber	Application	Error	Utah Works		TIR Missed: Yes	TIR: 2.15
Application Support - UWORKS	Troy Robison	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 2.15
INC000000303167	Jeffrey Geertsen	Application	Error	Utah Works		TIR Missed: Yes	TIR: 9.33
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR: 9.33
INC000000303175	Dean Godfrey	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000303179	Wendi Jo Knighton	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 5.09
INC000000303180	Laurel Morris	Application	Error	None		TIR Missed: Yes	TIR: 5.08
Application Support - UWORKS	Troy Robison	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 5.38
INC000000303182	John Paul	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000303183	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

| INC000000303189 | Connie Dumas | Application | Password | Active Directory | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000303191 | Alfreida Haycock | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.10 |

| INC000000303219 | Pattie Maw | Application | Error | None | TIR Missed: No | TIR: | 0.98 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.98 |

| INC000000303239 | Sharrif Dajany | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000303253 | Amber Johnston | Application | None | Microsoft Excel | TIR Missed: No | TIR: | 0.33 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.96 |

| INC000000303275 | Debbie Herr | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.09 |

| INC000000303297 | Dusty Burchett | Application | Error | None | TIR Missed: No | TIR: | 0.47 |
| | Application Support - Web Dev | Chad Thompson | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.47 |

| INC000000303299 | Deborah Servis | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.30 |

| INC000000303310 | Arlene Beckstead | PC/Laptop | Performance | Microsoft Windows XP Professio | TIR Missed: Yes | TIR: | 1.42 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.42 |

| INC000000303357 | Gaylene Pebley | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ryan Casey | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000303369 | Jackie Christensen | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 9.32 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 9.32 |

| INC000000303384 | Robert Goodwin | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000303385 | Sonya Erickson | Application | Error | None | TIR Missed: No | TIR: | 0.30 |
| | Application Support - APEX | Bonnie Snider | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.30 |

| INC000000303391 | Emily Berriochoa | Application | Error | None | TIR Missed: No | TIR: | 0.36 |
| | Application Support - CATS IV | Janice Folsom | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 4.49 |

| INC000000303393 | Gregory Whittaker | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000303406 | Kristen Floyd | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000303414 | Leslie Judd | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

Workforce Services

INC000000303417	Allen Penrod	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.10
INC000000303422	Jasmina Baxter	Application	Reporting	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303434	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303437	Jolie Bevers	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000303501	Arlene Beckstead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303537	Maryana Valles	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.49
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.98
INC000000303544	Tami Huntington	Application	Password	PGP		TIR Missed: No	TIR:	0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000303551	Brenda Johnson	Telecom	IP	None		TIR Missed: No	TIR:	0.11
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000303556	Susan M White	PC/Laptop	None	None		TIR Missed: No	TIR:	0.15
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.53
INC000000303570	Matthew Stratton	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000303587	Traci Cahill	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303588	Mayra Gomez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303591	Shunda Pope	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303610	Dustin Townsend	Application	Error	Novell iPrint		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000303615	Autumn Armstrong	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000303630	David Chatterley	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.96
INC000000303641	Maugasola Tua	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.70
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.12

Workforce Services							

INC000000303645	Chris Peterson	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000303665	Lori Groves	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Application Support - UI Web	Brett Judd	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.00
INC000000303676	Brenda Martin	Telecom	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000303685	Zenaida Martinez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000303693	Patricia Kamai	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.54
INC000000303698	Pam Malone	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.10
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000303715	Tami Huntington	Application	Password	PGP		TIR Missed: No	TIR:	0.00
Security	Ken Wheeler	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000303716	Jean Sykes	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.73
INC000000303728	Jackie Christensen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.99
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.99
INC000000303745	Mayra Gomez	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000303751	Heather Sawley	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.44
INC000000303768	Imaan Bilic	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.87
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.87
INC000000303788	Jolene Costigan	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.65
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.65
INC000000303793	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000303795	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000303796	Melanie Decker	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000303797	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000303799	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303800	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303829	Scott J Clark	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.22
	Voice Operations	Annette Nielsen	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.31
INC000000303838	Kaylee Ashdown	Application	Error	None		TIR Missed: No	TIR:	0.32
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000303855	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: Yes	TIR:	5.74
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Resolved	TTR Missed: Yes	TTR:	5.74
INC000000303857	Arlene Beckstead	Application	Error	Medicaid Managed Information		TIR Missed: No	TIR:	0.20
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000303872	Helen Draper	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.92
INC000000303929	Doris Robinson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000303934	Cindy Bertagnolli	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.55
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.56
INC000000303958	Diane Zylks	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000303972	Scott J Clark	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.00
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000303974	Bonnie Anderson	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.00
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000303980	Laura Beckstrand	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303981	Frances Curley	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303987	Bryan Call	Application	Reporting	None		TIR Missed: Yes	TIR:	3.86
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.97
INC000000303990	Laurel Morris	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	2.91
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.91
INC000000303994	Laura Beckstrand	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000303999	Laura Beckstrand	Network	Incident	None		TIR Missed:	Yes	TIR:	3.93
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.25
INC000000304011	Terry MacFarlane	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.21
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.71
INC000000304015	Gloria Bock	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	12.97
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	12.97
INC000000304017	Gail Boyd	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	7.50
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	12.94
INC000000304023	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000304026	Junie Anderson	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000304029	Dave Brown	Network	Error	None		TIR Missed:	Yes	TIR:	1.18
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	1.18
INC000000304031	Jesse Bissegger	Network	Incident	None		TIR Missed:	No	TIR:	0.99
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.99
INC000000304044	William Campbell	Network	Incident	None		TIR Missed:	No	TIR:	0.15
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	0.82
INC000000304066	Tawnia Page	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000304068	Angela Murphy	Network	Incident	None		TIR Missed:	No	TIR:	0.51
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.51
INC000000304072	Lori Giacoletto	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.61
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.61
INC000000304075	Gordon Snow	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000304077	Terry L Banks	Application	Error	Utah Performance Management		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.10
INC000000304083	Christine Mayne	Application	Error	Microsoft Office		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.94
INC000000304085	Dale Ownby	Application	Error	Microsoft Office		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.89
INC000000304087	Erin Cockerham	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.35
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.35

Workforce Services

INC000000304104	Dennie Tsuya	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.78

INC000000304107	Jesse Bissegger	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.59

INC000000304118	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	2.44
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.45

INC000000304124	Piper Leon	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304132	Robert Goodwin	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18

INC000000304136	Maria Torres	Application	Password	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02

INC000000304137	Dawna Kranendonk	Application	Error	None		TIR Missed: Yes	TIR:	1.02
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.15

INC000000304142	Nancy Robison	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304147	Julie Lay	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04

INC000000304150	Gina Stavros	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304174	Dustin Townsend	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02

INC000000304183	Mark Evans	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304185	Ryan Rock	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304187	Jim Mansfield	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304189	Diane Nielsen	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304191	Connie Dumas	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304193	Lisa D Dowling	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11

Workforce Services

INC000000304204	Valerie Argyle	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304206	Lyn Frohlich	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304208	Lynn Thomas	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304209	Debbie Sparks	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304211	Kathy Randle	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304213	Rebecca Smith	Application	Error	Utah Works			TIR Missed: No	TIR:	0.39
Application Support - UWORKS		Eric Strong	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.39
INC000000304244	Sarah Smith	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.80
INC000000304255	Linda Larsen	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	
INC000000304256	Molly Morehouse	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR:	0.00
Application Support - EFIND		Anhkim Le	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.31
INC000000304262	Paula Bowen	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304267	Christina Lloyd	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304278	Bridget Goldsberry	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control		Duane Hardy	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304286	Carol Warby	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Mike Wilde	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000304294	Curt Cooper	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	2.20
Metro D North Desktop Support		Neil Smedley	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.20
INC000000304320	Eileen Rivera	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.09
Application Services		Martin Gonzalez	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.14
INC000000304326	Lanelle Windley	Application	Password	DWS Intranet			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.01
INC000000304328	Kathaleen Williams	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.11

Workforce Services

| INC000000304335 | Robyn Spongberg | Application | Error | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000304339 | Melauni Jensen | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: Yes | TIR: 3.18 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 4.23 |

| INC000000304365 | Kelly Thornton | PC/Laptop | Password | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000304369 | Milagros Santos | PC/Laptop | Performance | None | TIR Missed: No | TIR: 1.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 1.03 |

| INC000000304394 | Deann Cardon | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 3.73 |

| INC000000304430 | Karen Quackenbush | Application | Reporting | None | TIR Missed: Yes | TIR: 2.42 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: 6.98 |

| INC000000304492 | Arlene Beckstead | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: 0.07 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.29 |

| INC000000304519 | Dereje Shawl | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.33 |

| INC000000304534 | Amber Jackson | Application | Error | Utah Works | TIR Missed: Yes | TIR: 2.31 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 2.31 |

| INC000000304535 | Minka Tasevac | Application | Error | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000304536 | Cathy Maynard | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000304545 | My Tran | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000304550 | Becky Chambers | Application | Error | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000304565 | Michael Nixon | Application | Error | Microsoft Office | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000304576 | Dyann Smoot | Application | None | State Payroll System | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.13 |

| INC000000304581 | Yvonne Krause | Application | Error | Utah Works Web Site | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.35 |

| INC000000304589 | Shannon Charlson | Application | Password | Active Directory | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

Workforce Services

INC000000304610	Pam Malone	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.12
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14

INC000000304623	Vanessa Lindquist	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.08
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33

INC000000304636	Terry Hansen	Application	Reporting	Microsoft Office	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15

INC000000304652	Jackie Christensen	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.37
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.37

INC000000304658	Lorie Davis	None	None	None	TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.31

INC000000304690	Carrie Peterson	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000304704	Veronica Comandone	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304710	Tamera Smith	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.06
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13

INC000000304748	Jeri Uresk	Application	Error	Utah Works	TIR Missed: No	TIR:	0.22
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22

INC000000304749	Carrie Peterson	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000304763	Anne Gilbert	Application	Error	Utah Works	TIR Missed: No	TIR:	0.72
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.72

INC000000304764	Jody McMillan	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304766	Marilyn Larsen	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29

INC000000304769	Jody McMillan	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000304770	Nicole Kerwood	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04

INC000000304787	Veronica Comandone	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33

INC000000304797	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000304806	Terry Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304826	Tracie Williams	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.19
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.81
INC000000304828	Cassandra Pickle	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000304833	Gregory Whittaker	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304860	Joshua Hawkins	Application	Error	Microsoft Word	TIR Missed: Yes	TIR:	1.52
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.53
INC000000304931	Lance Soffe	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304936	Matthew Larson	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	3.33
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.35
INC000000304937	Briee Lenhart	Application	Error	Utah Works	TIR Missed: Yes	TIR:	3.29
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.30
INC000000304945	Stacey Joos	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000304980	Ryan Rock	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304995	Sharrif Dajany	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305010	Elizabeth Bailey-Durst	Application	Error	PGP	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.95
INC000000305064	Grazyna Janeczko	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000305066	Irina Pierpont	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.81
INC000000305100	Ashley White	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305101	Brandie Gallegos	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305102	Cindy Jones	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000305104	Kimberly Johnson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305105	Chris Cook	Application	Error	DWS Capture		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.76
INC000000305106	Lynette Baker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305107	Sam Williams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305108	Teresa Banks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305110	William Campbell	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305117	Oscar Molina	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000305119	Becky Miller	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.45
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.85
INC000000305141	Dimang Chao	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305150	Alyshia Jenkins	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.15
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.15
INC000000305153	Cassandra Pickle	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000305166	Rebecca Sangberg	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305178	Bonnie L Kelsey	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.59
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.56
INC000000305207	Mary Conder	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305211	Sheila Sarten	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.36
INC000000305221	Jode Littlepage	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.89
INC000000305229	Debra Slotboom	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000305247 | Jay Hafen | Application | Reporting | Microsoft Office | TIR Missed: No | TIR: | 0.27 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.50 |

| INC000000305250 | Thomas Wilson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000305263 | Darl Valdez | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000305265 | Kristie Mikstas | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.15 |

| INC000000305282 | Dianna walker | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000305312 | Alan Pettersson | Application | Reporting | PGP | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000305334 | Jolene Costigan | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.68 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.68 |

| INC000000305347 | Michele White-Milgate | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000305376 | Brad V Bailey | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000305379 | Tricia Cox | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000305389 | Sumiko Anderson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000305392 | Chris S Allen | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.26 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.26 |